

The Travelling Koala Spanish Language School
Hawthorn
0412 835 307
travellingkoalaspainish@gmail.com
ABN: 76 680 962 026

PAYMENT OPTIONS AND POLICY

PAYMENT CAN BE MADE BY CASH, CHEQUE OR TRANSFER. CLASSES CHARGED:

- **In advance:** blocks of four discounted classes to be used up within an agreed-upon time frame, usually two or four weeks, depending on frequency of classes. Rates are **\$59 per hour** individual (minus travel fees where applicable*), **\$69 per hour** two students. Rescheduling is possible, but no refunds given for missed classes or cancellations.

Four classes individual: \$236

Four classes (two students): \$276

- **Week-to-week:** casual classes at **\$65 per hour** individual (minus travel fees where applicable), **\$75 per hour** two students. Rescheduling and cancellation are possible.
**

* Travel fees are calculated at **\$65 per hour**. **There may be other fees for weekend classes.**

** Week-to-week option subject to conditions. Please contact the school on 0412 835 307 for more information.

RESCHEDULING CLASSES

- Class times, days and frequency are agreed upon at the commencement of tutoring period. They could be once a week, bi-weekly, fortnightly etc. and at a variety of different times. A level of flexibility and allowance for change is given to all of the above.
- If a student wishes to reschedule a class but feels they should cancel because they do not want to be an inconvenience, it is *preferable to go with the rescheduling option* and try for a later period in the week.
- However, due to tight schedules of teachers, it is advisable to aim to keep rescheduling to a minimum.
- Rescheduling can be done, provided the teacher is able to facilitate it and their timetable permits it within three days of the original programmed class.
- The idea of rescheduling is to keep classes consistent. An attempt should be made to continue the class the following week on the original day, or on the following agreed-upon slot.

- Classes which are not able to be rescheduled within three days of the original class programming are considered either *non-refundable* when **paid-in-advance** or *cancelled* when using the **week-to-week** payment system (see below).

CANCELLATION POLICY

- Cancellations should be avoided, but are possible with no charge, provided 48-hours' notice is given.
- Cancellations made within a strict 48-hour period prior to class or classes unable to be rescheduled within three days (see above) of the original programmed class will be charged at **\$65** (price of individual class minus any travel fees).
- Cancellations must be made verbally via phone. Texting, emailing and voicemail are viable options should the teacher not be contactable by phone.
- While there is no charge for cancellations outside of the 48-hour period, regular cancellations may result in a student's class time slot eventually being allocated to another student.
- Cancellation fee does not apply to cancellation of first meeting with teacher and student.