

Business Policies



**THANK YOU SO MUCH FOR CHOOSING
OUR PROGRAMS!**

We are super excited to start this journey with you!
Our guarantee is that you will learn and enjoy while doing it!

How our programs work?

1. Please book your lesson on the link that we have sent you. This goes to our google calendar that shows our availability (in Ecuadorian time). Please verify that you are available during your country's time zone.

GMT-5: Colombia, Ecuador, Panamá, Perú; México

<https://calendar.app.google/sNjBf4BKNU51lanA7>



¡HOLA!

Next steps:

2. Once you have selected your date and time, you will receive an Email confirmation with the link for our meeting.
3. You will receive a reminder 24 hours in advance, please let us know if you need to reschedule there.
4. The day of our meeting, please open the email and click on the link to join our class in google meets.
5. Then we are ready to start!



gracias

Payment

Payments need to be in advance, we have different ways that you can do it:

- Paypal: <https://www.paypal.com/paypalme/nacholestrella>
- Credit card, with 6% additional taxes

Cancellation Policies



**THANK YOU SO MUCH FOR CHOOSING
OUR PROGRAMS!**

You have purchased ____ spanish lessons package and We are super excited to help you achieve the level of your dreams! but please considere that all packages have an expiration date. You have _____ and those lessons are available for you during _____ weeks. Of course, we can extend the time period under request, without notification, the lessons will expired after a max. of 1 month after _____ weeks.

Cancellations Policies:

☀ If you need to cancel or reschedule a class, there's no problem whatsoever! But we would appreciate it if you could let us know with a 24 hours notice so we can better organize ourselves in terms of available schedules.

☀ In case of an emergency, we're here if you need help, or even if you have an unforeseen event, we also understand that you may need to cancel.

☀ However, if the class is cancelled within a 3 hours notice, it will be counted as a completed class. Except, of course, in case of emergencies that are directly discussed with us.

We don't want to be so demanding and strict with our programs, but we hope you understand that we have families, other classes, or activities planned and last-minute cancellations also affect us money-wise if not considered. Truly, thank you so much for understanding!

Thank you!

Gaby Estrella

