

TERMS & CONDITIONS

[HTTPS://WWW.OLEOLESCHOOL.COM/SPANISH-FOR-ORACLE-EMPLOYEES](https://www.oleoleschool.com/spanish-for-oracle-employees)

- The course has a starting and finishing date. In case you have any holiday or training planned during the course, you should notify Oléolé Spanish School (from now on "Oléolé") before the course starts.
- Oléolé allows up to 3 changes (including cancellations) per course once the course has started. All further changes won't be allowed (except in emergency cases or serious illness*).
- Changes should be notified to both the teacher and Oléolé with at least a 24h advance notice (except in emergency cases or serious illness*). Lessons should be changed from one day to another within the same week or month (depending on teacher's availability) or within the period of the course, never after the course's finishing date. In case of group lessons, re-schedule will apply only if all members of the group agree to change.
- If a lesson change request cannot take place within the course period due to the student's or the teacher's unavailability, the finishing date of the course may be modified. However, all courses must finish within a maximum period of 2 weeks after the original finishing date. If the teacher is the one who changes a scheduled lesson, she/he will notify the student as soon as possible (with Oléolé's approval) and the lesson will take place in the most convenient time for both students and teacher.
- All lessons must be taken within the period of the course. Any lesson cancellation notified with less than 24h advance notice cannot be recovered, re-scheduled to another day and no refunding of fees is possible.
- All new students are required to take a level test before their course starts except for completely beginners. Students cannot choose the level at which they want to study as this will be determined by the test.
- Students can obtain a certificate with CIAC recognition only if they reach the minimum attendance rate (no less than 80%) and pass the final exam of their course (if applicable).
- Each course corresponds to an individual invoice issued to Oracle Ibérica SRL under the employee's name. The procedure to request a reimbursement from Oracle is made clear to each student who requests a training with Oléolé, based on the service agreement between Oracle and Oléolé.
- The payment of the invoice is mandatory for the course to be activated. Students have up to 6 months time from the date of issuing to send the corresponding payment to Oléolé. Similarly, students have up to 6 months time after the invoice payment date to start their lessons. After this period, the invoice will lose validity and will be rectified in our systems. A new one will need to be requested in order to activate a course. Each one of these time limitations has a grace period of additional 6 months for justified reasons that will need to be proven accordingly (extensive workload, business trips, health or other personal issues).

- The maximum length of a course allowed is 12 months starting from the first lesson scheduled. Students that fail to complete their courses within 12 months will be deemed to waive their remaining lessons and no lesson re-schedule or refund will be available, except in emergency cases or serious illness (official proofs for each case must be provided).
- Specifically for private lessons. If lessons take place at a private home, student has to guarantee a quiet environment for the lesson as well as an appropriate space (chairs, clean table and enough light). Before booking a private course, please confirm with Oléolé staff that your course is eligible to be taught at the student's private home.
- Specifically for group lessons. If the group course doesn't fit your level or needs, you can join another on-going group of your level (if available) or change to private lessons with your remaining budget.

Prices and Payment Plans:

- Private lessons (1:1) are 25€ per hour.
- Groups of 2 or more students:

Number of students in a group	Price per hour	Price per hour per student
2	30€	15€
3	33€	11€
4	36€	9€
5	40€	8€
6	42€	7€
7	45.5€	6.5€

An **extra fee** of 5€ per hour will be charged when taking:

- less than 1,5 hour per lesson (this applies to in-presence classes located outside the City centre)
- lessons during lunch time (12-15pm) in PTA (Oracle's offices)
- DELE preparation course

Lessons on Saturday or Sunday are available at an additional fee of +5€ per hour per student.

Textbooks are not included in these prices. If required by the teacher, student should be responsible for buying the manual recommended by him/her. Otherwise, the price of books or additional material can be covered but it will be discounted from the student's available budget (this could affect the total number of hours in the course).

Two payment plan options are available:

- Paying the 100% of the course fees prior to the date of commencement of the course;
- Paying the first 50% prior to the start of the course and the other 50% within a month. Once the course has started, the second half of the payment must be done even if you decide not to continue with the course.

We strongly recommend the first option as it is the most comfortable and fast method for both the student and Oléolé.

When choosing the II payment plan: If the student doesn't pay the second half of the course in time, Oléolé has the right to cancel lessons until the payment is done.

Payment Methods:

- Online by Credit Card (Visa or MasterCard) or Debit Card through our website. American Express not accepted. Visit the following link and choose your payment plan: <https://www.oleoleschool.com/courses-companies-payment/>
- Bank transfer to the bank account number of Oléolé Spanish School:
 - 0182 0483 51 0201654920 from BBVA bank and on the name of "Centro de Cultura Asiática de Málaga".
 - IBAN: ES24 0182 0483 5102 0165 4920
 - BIC/SWIFT code: BBVAESMMXXX
 - Please remember to include your name in the payment reference.
- In person with cash/credit card (AmEx accepted) in our office, located in Calle Puerto 14, Floor 1, Door 3 (29016, Málaga).

Refund Policy:

If you decide not to attend the course registered, you are responsible for officially dropping the course with Oléolé as soon as possible. Two criteria are applied:

- No refunds for drops or withdrawals after the course starts.
- In case of illness*, incompatible working schedule or any other justified reason: if you cannot keep attending lessons once the course has started and the payment has been done, we will allow you to take up the lessons within a year since the beginning of the course. Official proofs for each case must be provided.

Special Notes:

- It is the responsibility of each student to familiarize him/herself with the Terms & Conditions of the course.
- By purchasing a course at Oléolé Spanish School, you agree to the Terms & Conditions listed above.
- A pre-invoice (proforma) will be provided as a quotation of the course required but the invoice is only issued after the payment of a course is received.
- Oracle allows employees to use meeting rooms for personal training only after 17:30. For lessons before 17:30, students would need to be in charge of finding a suitable location for having their lessons.