



Spanish Tutorial Cancellation Policy – CEDEI

Office Hours:

Monday to Friday, from 8:30 a.m. to 1:00 p.m. and from 3:00 p.m. to 6:30 p.m. (Ecuador time)

1. Tutorial Organization and Payment

- To organize a Spanish tutoring session, students must first complete the application form using the provided [link](#).
- Once the class schedule has been arranged, the student must make the payment **24 hours before the start of classes, covering the total number of hours or the agreed package** (weekly, biweekly, or monthly).
- Payments can be made by bank transfer, through the Payphone payment link using Visa or Mastercard, or in person at our offices in cash or with any credit card.
- Payment confirms the student's enrollment and guarantees teacher availability for the agreed schedule.

2. Class cancellations:

2.1. Student cancellations

- Cancellations must be made **during office hours** and with a **minimum of 24 hours' notice**.
- In cases of **unforeseeable circumstances** (illness or another justified situation), notice must be given at least **4 hours in advance**.
- Cancellations made in accordance with these conditions may be rescheduled, depending on the availability of teachers and the Academic Coordination.
- If notice is given with **less than 24 hours, outside office hours**, or without meeting the above conditions, the class will be **considered as completed** and will **not be rescheduled or refunded**.

2.2. CEDEI Cancellations

- If a teacher is unable to conduct the class due to unforeseeable circumstances, CEDEI will notify the student as soon as possible within office hours and reschedule the class at the most convenient date and time for both parties.

3. Rescheduling

Rescheduled classes must be arranged in coordination between the student and the Academic Coordination.



4. Teacher change request

If a student wishes to request a change of teacher, they must complete the “[Teacher Change Request](#)” form and contact the Academic Coordinator to carry out the corresponding evaluation and proceed with the change.

5. Contact for Cancellations

Cancellations must be communicated by email to the Academic Coordination at tuyaguari@cedei.org or oip@cedei.org, or via **WhatsApp** at **+593 98 721 0830**.

Spanish Tutoring Refund Policy – CEDEI

1. Refund Requests

- Refunds may be requested only in writing by email to the Academic Coordination (tuyaguari@cedei.org / oip@cedei.org).
- Once the request is approved, CEDEI will process the refund within **15 business days**.
- If the student is in the United States, the refund will be made by check sent by postal mail.
- If the student is in Cuenca, the check can be collected at CEDEI’s main office.
- A **12% administrative fee** will be deducted from the total amount paid.
- If the student has already taken some classes from the purchased package, the proportional value of those classes will be charged, and the remaining balance will be refunded, minus the **12% administrative fee**.

2. Eligible Refund Cases

- Serious illness or other duly justified unforeseeable circumstances that prevent program continuation.
- Program cancellation by CEDEI prior to its start date.

3. Alternatives to Refund

- The student may choose to **reschedule pending classes** within the following month, subject to teacher and schedule availability, instead of requesting a refund.