

Refund Policy

Thank you for choosing Orbita Spanish School

1. Refunds or change of Date

We offer refunds or date changes 30 days or more before the reserved date. Refunds are not offered less than 30 days before your reservation. However, you have only one option to change the date, no more than 30 days after the reserved date.

2. Reason

The reason is that once a reservation is made, we reserve a specific teacher for you and a host family if required. If you cancel your reservation at the last minute, a teacher would not work and receive their weekly income to cover their daily needs. For example, teachers who are mothers pay a nanny to care for their children while teaching at our school. At Orbita Spanish School, we make sure our team is not left without their weekly income to cover their expenses.

3. Eligibility for refunds

- a) The refund applies for reasons of emergency or illness when warranted. Documentation will be required.
- b) If Orbita does not fulfill all the services we claim on our website, students can request a 100% refund without limitation. However, it is your discretion to pay for the services used once at school.

4. Time for refund and fees

- a) Upon approval, refunds will be provided within a minimum period of 2 days business days and a maximum of 14 business days.
- b) Students are responsible for paying any refund fees + a 15% administration fee taking into account all transaction fees between countries, banks, Paypal etc.
- c) Orbita Spanish School is not responsible for resolving situations where the student sent incorrect information for reimbursement (bank account numbers, email, incorrect names, etc.). If so, students will agree to a 20% surcharge.
- d) You have to communicate via email or WhatsApp immediately after you receive the refund.
- e) If the refund is made in Guatemala (if applicable), it will be made with the local currency (Quetzales), and with the exchange rate of Q7.50 for \$1USD

5. Limitations

- a) Requests for refunds/changes and/or claims from third person are not accepted. Classes aren't exchangeable
- b) A student cannot request a refund for sudden changes to their trip or simply a change of plans.

6. When a student can or cannot make up a class, once at school:

- a) A student cannot reschedule a class due to personal choices while in San Pedro.
- b) Students cannot recover lost minutes if late to class.
- c) Once at school, a student may reschedule a class due to illness.
- d) If a student misses classes for an extended period due to illness, a fee of 60% to cover school expenses (teacher's salary, host family etc.) will be charged.

7. Eligibility for date change

You have the possibility of changing the date 30 days after the original reservation (ex. if you booked for April 30, you could change your reservation between May 1 and 30, as long as you start your classes on a Monday or Tuesday).

8. Exempt Options

Option 4 and 5 are exempt from refund (except if we receive another reservation to replace the canceled reservation, within the requested time).

Our Refund/Claims and Exchange Policies are subject to change without prior notice.

The hours and days of service for claims or refunds are Monday to Friday from 9:00 am to 3:00 pm.