



By becoming a student of Smart Business English, you agree to the following Terms and Conditions:

1. The fees are monthly, corresponding to the chosen package.
2. Payments are recurring and automatically processed monthly, always on the same day of the month as the first subscription.
3. After each 12-month period, a 5% adjustment will be automatically applied to your monthly subscription.
4. Your package subscription becomes effective from the first day of the approved payment.
5. The packages are available on www.smartbenglish.com under the 'Packages' button.
6. You will receive instructions by email with the step-by-step guide on how to book, reschedule, and cancel your classes.
7. Classes last 50 minutes each.
8. Scheduled private lessons can be canceled up to 12 hours before the scheduled time.
9. Private lessons canceled up to 12 hours in advance can be rescheduled by the student to a preferred day and time.
10. Private lessons canceled with less than 12 hours' notice will be counted as completed lessons.
11. Class bookings are made exclusively through the Booking system – Setmore, via the link: <https://smartbusinessenglish.setmore.com/>
12. Each student has their own login and password to book, reschedule, cancel classes, and view the full schedule and class history.
13. The student chooses the teacher, day, and time for the lesson, according to the available schedule in the booking system.
14. If the time the student wants to book a lesson is unavailable, it means that this time is already booked or not available.
15. Group lessons are available based on availability in the system, and the student can book these lessons without limit.
16. To cancel the contract, a 30-day notice is required. If any payment is made during this period, the student will be charged, and their login will remain active during the charged month, allowing them to continue scheduling and taking classes normally. After this period, no further charges will apply, and the contract will be canceled.
17. To cancel the contract, please send an email to info@smartbenglish.com.
18. There will be no available bookings during certain holiday periods such as Carnival, Christmas, and New Year.
19. In the event of a situation not covered by these Terms and Conditions, we reserve the right to take a fair and appropriate solution for each case.