Explanation of Terms:

Schedule: Our working days are Monday-Friday, and we customize your course schedule according to your needs.

Fixed weekly schedule: You inform us how many hours you want to take each week, and your classes are then scheduled at the same time every week (e.g., every Monday from 9-10 am and Thursday from 10-11am).

Cancellation notice: Refers to how many hours in advance you can cancel a class without being charged. Must be canceled *in writing* (Whatsapp, email, text).

24 hours: You can cancel a class free of cost as long as you inform us in writing at least 24 hours before your class; e.g., if your class is on Thursday at 4 pm, you need to inform us before Wednesday 4 pm. **Note:** the 24 hours only refers to working days (Monday-Friday); e.g. if you have a class on Monday, you need to inform us by Friday.

Pause course: Refers to the option to take a longer break without classes expiring or being charged.

Refunds: Generally, we do not give any refunds.

Note: this does not refer to cases where the course cannot be completed due to unavailability of teachers from our side; for that, we refund the full amount of lessons not taken. **We do not refund any transaction charges that incurred, e.g., credit card fees.**

Payment options:
Advance payment: Cash / Credit card / Bank transfer

ZUBAAN
Professional Language Training & Services

DETAILS OF CANCELLATION POLICIES PER PACKAGE:

*** Qadam Package (Beginner):**

You can cancel a class free of cost if you inform admin staff in writing (WhatsApp/email) at least 24 hours in advance.

*** Private Economy Package (Intermediate-Advanced):**

You cannot normally cancel a class.

*** Private Deluxe Package (Intermediate-Advanced):**

You can cancel a class free of cost if you inform admin staff in writing (WhatsApp/email) at least 24 hours in advance.

*** Private Flex Package (Intermediate-Advanced):**

You can cancel a class free of cost if you inform admin staff in writing (WhatsApp/email) up to 1 minute before class.