

## Frequently Asked Questions

### *How much do lessons cost?*

Our rates are competitive and we are interested to give you a fair price for your specific requirements.

Since it all depends on the size of class, amount of lessons you book in advance and location of teaching, we advise you to get in touch with us. Please **contact us via contact form, call us on 079 583 91 45** or email us at **info@abcmgermanteacher.ch** to discuss your requirements.

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### *Where do lessons and courses take place?*

Lessons take place in your home or your office or in a suitable place in Zurich city. If your home or office is outside of Zurich city, then a travel fee may apply.

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### *How long do lessons last?*

Our lessons last **60 or 90 minutes**. Experience has shown that 90 minutes is an optimal length for maximum progress.

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### *When can I start with my lessons or course?*

For one-on-one lessons you can start any time! If you wish to join a group then it depends on demand and will be decided after assessment.

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### *What is your cancellation policy?*

For individually scheduled lessons the following applies: If you cancel a lesson **24 hours** or less before the start, you will be charged for the full lesson.

For group courses booked and paid in advance (i.e. packages of 10 or 20 lessons), individual participants are not reimbursed for missed lessons or if they choose to opt out.

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### *When and how do I pay?*

Individually booked lessons (one-on-one) are normally paid in cash at the start of the lesson. They may also be paid at least 24 hours before the start of the lesson via bank transfer. Packages of ten or more lessons need to be paid at least 5 working days before course start by bank transfer.

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### *What does your service include?*

Please contact us to discuss your requirements. Initial consultation is free and a trial lesson is offered at a reduced rate. We will assess your language skills and then design a tailored learning program to suit your needs and aims.

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