

Radio Lingua Ltd

Information for Premium Subscribers to Coffee Break Spanish

6 September 2008

This information has been provided both in podcast form and on the Radio Lingua website to outline the arrangements for the final weeks of the CBS programme. We wish to ensure that premium subscribers continue to get access to the materials until the end of the series and that all payments are appropriate to the bonus materials. Please read this information carefully and contact us at support@radiolingua.com or at the Radio Lingua Help Desk (<http://www.radiolinguahelpdesk.com>) if you have any queries.

1. Outline for Premium Subscribers

Please note that this is only for those Premium Subscribers who have an on-going subscription with us through Paypal.

Thanks for your support: we are very grateful to all of our Premium Subscribers because you have helped us to build the company over the last two years. As you know, the Premium Subscription has given access to the bonus materials on a three-monthly basis. This subscription is automatically renewed every three months. Given that there will be no new materials after 10 October, we will now be suggesting that you cancel your subscription. **Please do check the exact details of your own situation based on subscription renewal dates in section #3 below.** You should not cancel if your subscription is due between 10 September and 10 October.

2. Cancelling your subscription

If you need to cancel your subscription, please follow the instructions below.

Cancelling your subscription in Paypal

1. Go to your History in Paypal (you'll have to log in using your Paypal username/ email and password)
2. In the search field, enter **sales@radiolingua.com**
3. Choose "Within the past year" from the pop-up menu
4. Click on **submit**
5. Find the most recent payment for £22.50 (3-month subscriptions) or £8.50 (1-month subscriptions) and click on **Show details** (NB. amounts may differ depending on your local currency)
6. Details will be given at the top of the result page reading "Subscription payment sent in reference to S-1XXXXX. Click on this reference number
7. Confirm that this is indeed your subscription to Coffee Break Spanish
8. Click on **Cancel Subscription** (don't forget to confirm on the next page)

As Premium Subscribers you currently have access to all materials appropriate to the date of your subscription. We would invite you to download any materials you require before 10 October 2008 as the materials will be removed from this feed on or soon after that date. Please be aware that we will not be able to provide individual download links to any episodes after this date. You must download any content you require before 10 October 2008.

3. Full details of payment arrangements

The points below provide details of the various possible scenarios relating to the renewal of subscriptions. Please read them carefully and follow the instructions to ensure that you don't miss out on any materials, and that you are not overcharged.

ONE-MONTH SUBSCRIPTIONS

For any one-month subscriptions (£8.50 per month), please allow payments to go through until 10 September. Thereafter all subscriptions should be cancelled by the customer. Any subscription payments after 10 September will be eligible for a full refund minus a £0.50 processing fee.

THREE-MONTH SUBSCRIPTIONS

My subscription renewed automatically between 10 July and 9 August 2008

Since the on-going publication of our materials will cease on 10 October 2008, your existing subscription will continue and see you through the publication of the remaining premium materials. You can now cancel your subscription ([use the instructions here](#)), and you will still receive all materials.

My subscription renewed automatically between 10 August 2008 and 5 September

Since the on-going publication of our materials will cease on 10 October 2008, you will be entitled to a refund for a total of one month (£7.50GBP). You can now cancel your subscription ([use the instructions here](#)), and you will still receive all materials. Please [contact us](#) to allow us to process your refund. If possible, please provide the email address linked to your Paypal account and the date of renewal.

My subscription is due for renewal between 6 September and 9 September 2008

Since the on-going publication of our materials will cease on 10 October 2008, you will be entitled to a refund for a total of one month (£7.50 GBP). You can now cancel your subscription ([use the instructions here](#)), and you will still receive all materials. Please [contact us](#) to allow us to process your refund. If possible, please provide the email address linked to your Paypal account and the date of renewal.

My subscription is due to renew after 10 September 2008.

If your subscription is due for renewal between 10 September 2008 and 10 October

2008, then you should allow the subscription to renew to cover the remaining bonus materials, but you'll be entitled to a £15.00 GBP refund (equivalent of 2 unused months). Having allowed the subscription to renew, please then cancel it ([use the instructions here](#)). Please [contact us](#) to allow us to process your refund. If possible, please provide the email address linked to your Paypal account and the date of renewal.

I realise I've not been paying for materials for X months and I've been using them. Will you be invoicing me?

It has come to our attention that there has been a bug in our system which has allowed users to continue to access the Premium materials, even after their accounts were cancelled and payments stopped. Possible reasons for this could include accounts being cancelled by Paypal when credit cards renewal dates were reached. We realise that this has been our mistake, and we will not be chasing up these payments. We have, however, been asked by a number of listeners to provide a mechanism whereby they can 'make up for missed payments'. To this end, we invite any listeners who wish to make a 'top-up' payment to use [this donation link](#) to make whatever payment seems appropriate. Please note that this is optional.

When I first subscribed I got more materials than I expected

The bug in our system has also led to users' accessing the premium materials right back to lesson 1, even though they became a Premium Member at a later date and should only have been given access to more recent units. Again, we realise that this has been our mistake, and we will not be chasing up these payments. We have, however, been asked by a number of listeners to provide a mechanism whereby they can 'make up for missed payments'. To this end, we invite any listeners who wish to make a 'top-up' payment to use [this donation link](#) to make whatever payment seems appropriate. Please note that this is optional.

PLEASE NOTE THAT ALL SUBSCRIPTIONS WHICH ARE NOT CANCELLED BY THE LISTENER WILL BE CHARGED A £0.50 PROCESSING FEE.

4. Notes about the existing Coffee Break Spanish feed

You may have read elsewhere that we're going to be 'starting over again' with Coffee Break Spanish. There won't be a "premium feed" this time: since all the materials already exist there will be access to the premium content through the Season Pass system. We're also introducing a new method for accessing the content and there will be more information about that when the time comes. In the free public feed of Coffee Break Spanish we'll be introducing a new element, aimed primarily at those of you who have already completed the course. We're calling it the "free refill" and it will be published every two or three weeks. In the early lessons of Coffee Break Spanish we taught you lots of phrases as vocabulary. However, you now know much more Spanish and can understand exactly how these phrases are formed. We'll be providing new content which will help you consolidate what you learned first time round. The most important thing to

take from this, therefore, is that you should stay subscribed to the free podcast feed. You can do this by subscribing in iTunes or from the website.

5. After Coffee Break Spanish

Finally, we expect that you'll want to know where we're going from here: what are your next steps in Spanish? All will be revealed on 26 September 2008. You can investigate the rumours and the discussion already at thenewcoffeebreakspanish.com! We guarantee that the new course will be a perfect continuation of what you've started in Coffee Break Spanish and everything we're putting into the new course is in response to listeners' requests and suggestions. There will, of course, be a premium version of the new course and we'll be providing all the details on that as soon as we can.

6. What do I have to do now?

Your action points are:

- Cancel your Paypal subscription when appropriate (make sure you've checked the details in section #4 above)
- Subscribe to the new second-stage course on 26 September (prelaunch).
- Download any premium content you require before 10 October 2008
- Stay subscribed to the Coffee Break Spanish feed - this way you'll get the new remastered versions and the "free refills"
- Continue to enjoy your Radio Lingua Spanish lessons with our new course beginning 18 October 2008.



Once again, if your question has not been answered, please visit the Radio Lingua Help Desk (<http://www.radiolinguahelpdesk.com>) and submit your query there.

We hope that this information is useful to you and that it explains fully how to make sure you continue to receive the materials from Radio Lingua and that you do not incur any unnecessary payments.

Kind regards,

Mark Pentleton
Director, Radio Lingua Ltd