



Cancellation and Rescheduling Policy

To ensure smooth scheduling and mutual respect for time, please review the following guidelines for cancellations, rescheduling, absolute cancellations, and permanent course cancellations. This policy applies to all instructors and students.

Press ok to continue:





1. Cancellation Policy (No Rescheduling)

If you need to cancel a class and do not wish to reschedule:

Cancellations with Advance Notice

- Notify us at least 24 hours in advance, and you will not be charged for the class.

Late Cancellations

- Cancellations made less than 24 hours in advance will be fully charged, as the time slot cannot be reallocated.

No-Shows

- If you do not attend the class and fail to notify us, the class will be fully charged.

Monthly Limit on Cancellations

- Students may cancel a maximum of 1 class per month without penalty (advance notice still required). Beyond this limit, additional cancellations will be treated as late cancellations and will be fully charged.





2. Rescheduling Policy

If you wish to reschedule a class instead of canceling it:

Advance Notice Rescheduling

- Rescheduling is allowed if requested at least 12 hours in advance, subject to availability.

Same-Day Rescheduling

- A class can only be rescheduled on the same day if the request is made at least 12 hours before the scheduled start time. If this is the case, the class may be rescheduled based on availability.

No Rescheduling of Rescheduled Classes

- Once a class has been rescheduled, it cannot be rescheduled again. If you cannot attend the rescheduled class, it will be treated as a cancellation and will be fully charged.

Monthly Limit on Changes

- Students may cancel or reschedule a maximum of 2 times per month (combined) without penalty.

Late Rescheduling

- If a class is rescheduled less than 12 hours in advance, it will be treated as a cancellation and fully charged.



3. Time Limits for Rescheduling

Teacher Cancellations

- If we, as teachers, need to cancel a class and cannot reschedule it within two weeks, the class will be discounted or refunded to the student.

Student Rescheduling

- If a student wishes to reschedule a class but cannot organize the rescheduled class within one month, the session will be considered lost, and no refund or rescheduling will be possible.





4. Permanent Course Cancellation Policy

If you decide to permanently cancel your enrollment in the course:

- A minimum one-week notice is required before the cancellation takes effect.
- Any classes scheduled during the notice period will proceed as planned or will be charged according to the cancellation policy.
- Failure to provide one week's notice may result in a charge equivalent to one week of classes, as the time slot cannot immediately be reassigned.

ok



5. Teacher Cancellations

If a class needs to be canceled by the teacher for any reason, we will notify you as soon as possible. In such cases, you will have the following options:

1. Rescheduling the Missed Class

The canceled class can be rescheduled to a mutually agreed time.

2. Credit or Discount

You may choose to receive a credit for the missed class, which will be applied as a discount on your next monthly payment.

3. Waived Payment

If neither rescheduling nor credit is suitable, the payment for the canceled class will be waived, and no charge will be applied.





6. Emergencies and Exceptions

We understand that emergencies happen. If you are facing an unforeseen issue, please let us know as soon as possible, and we will evaluate the situation on a case-by-case basis.

By clicking "I Agree," you confirm your acceptance of the terms outlined in this booklet.

If you have any questions or concerns, please feel free to contact Tim for clarification.

I Agree





Your Time and Ours

As instructors, we arrange our personal and professional lives around our teaching schedules. Last-minute cancellations or reschedules not only disrupt our daily plans but can also take time away from other students. We kindly ask that you respect each other's time by adhering to the cancellation and rescheduling policies. By doing so, we can maintain a consistent and effective learning experience for everyone, while also ensuring that our schedules are managed efficiently.

We sincerely appreciate your understanding and cooperation in adhering to these policies. They are designed to ensure a smooth and respectful experience for both students and instructors. If you have any questions or need further clarification, please don't hesitate to reach out. Thank you for choosing to learn with us, and we look forward to supporting your language journey!



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