

Please read our terms and conditions before applying for your course.

GENERAL POLICIES ON PLATFORM USAGE, CONDUCT, PAYMENT TERMS & TIME CHANGES :

- All lessons are delivered strictly on Microsoft Teams or Google Meet. If the student cannot access Teams, they will be required to access the lesson via the Google Meet link in their calendar. The teacher will send assignments and any links only via Teams or via the meeting chat.
- All lessons are delivered in CET (Central European Time) and all times referred to in our communication are strictly CET European Time.
- All lessons are delivered by our tutor in standard BrE (British English). Applicants must be 18 and over or must be approved by a guardian.
- Participants are strictly required to use a PC or laptop for lessons. If applicants cannot provide proof of their current level of English, they will be required to register for free to take our quick English test on our website. They will automatically be sent the results containing their current level of English.
- The tutor reserves the right to postpone lessons in case of an emergency and recommend alternative time slots. In case of teacher cancellations, students will not lose their deposit and will retain their time slots as per the teacher/student agreement.
- Students are not to contact their tutor outside of lesson hours for matters unrelated to the course, assignments, or course material. As per Directive 2002/73/EC, the tutor reserves the right to terminate the course due to incivility, harassment, and/or unruly student conduct, as she sees fit. A refund for any missing hours will be issued.
- Participants can cancel lessons up to 84 hours before the lesson. Please note that if the student does not attend the lesson, the booking is registered as usual with no refund issued for that lesson. This policy applies in all cases regardless of the reason for cancellation.



Word Of Mouth English Studio

Learning English Made Easy - www.womslernenglish.com

- Payment for each pack of lessons is to be made in advance of the commencement of course. Payments are accepted via Global Bank Transfer.

OUR CANCELLATION POLICY:

- The private tuition and group tuition package is a non-refundable package.
- Kindly note that classes can be cancelled up to 48 hours in advance in accordance with the basic rules about working hours and EU directives. Students should respect the rules covering minimum daily and weekly rest, breaks, night work office hours in the EU. Late cancellations (48 hours or less) will be added to the student tab when this lesson cannot not be replaced by other students. Students are kindly asked to respect EU office hours. Please note that our clients do not place lesson bookings before EU office hours (8.00am), therefore any lessons cancelled between 19:00 of the previous day and 8.00am of the day of cancellation time will not take effect and the cancellation fee will apply. For more information on office hours in the European Union, visit:
https://europa.eu/youreurope/business/human-resources/working-hours-holiday-leave/working-hours/index_en.htm
- Should students need to cancel a group or a private lesson, they are asked to advise the tutor 48 hours in advance and it will be postponed to another day or time that is more convenient. We ask students to commit to the entire 10-hour package.
- The 10-hour package expires within 2 months of usage and/or idle usage. The 20-hour package expires within 4 months of usage, and so on. In the event that the student should have to cancel lessons indefinitely and are not able to complete their 10-hour package, the fee for the remaining lessons will not be refunded.



- Students are to inform their tutor of any pauses they wish to take and ensure that they are taken within a period of 2 months.
- Please note that following three months of inactivity and no communication with the tutor, your Word Of Mouth English Studio account will be terminated and any lessons still pending from the previous package will be lost. In the event that students should want to have a break from lessons, the tutor is to be informed a minimum of 7 days in advance, and she will keep your class open. In this case, the student will not lose the lessons from that package.
- *Students will be able to communicate with their tutor regularly once they have accessed their classroom on Microsoft Teams. You may always email us at the following addresses:*
Lisa@womslearnenglish.com
office@womslearnenglish.com
or Lmicallefgrimaud@gmail.com

