



TERMS AND CONDITIONS

Our mission is to help you unlock two doors - one to new knowledge and unknown worlds, and the other to your inner strength and potential for learning and development. Regardless of your age and previous experience with languages, we are here to help you discover yourself and the world around you.

Our teachers are well-qualified and although they are well-trained in the classical forms of teaching, they prefer non-formal methods of work. The main goal of the teachers is to build a healthy relationship with the students and to facilitate the learning processes in the most natural and enjoyable way for all.

Thank you for choosing to work with us!

By signing up for a course all students of STUDIO agree to follow the terms and conditions as stated below:

1. Area of Validity

These General Terms and Conditions apply to all courses and services offered by STUDIO, in case of an absence of separate written agreements between Studio and the client.

2. Group lessons

2.1. Booking a spot in a course

In order to book a spot in a course, at least 50% of the course fee must be paid within the given deadline provided by the STUDIO team. The prepayment is non-refundable, nor transferable to another person or a course.

2.2. Course schedule

The course schedule is provided by STUDIO team before the beginning of each course. Any changes in the scheduling should be done in agreement with the entire group and the teacher.

2.3. Number of participants

The maximum number of students in one group is 8 people unless a further agreement is reached with an unanimous decision of all participants of the course.

2.3.1 Low number of participants

If 4 or fewer participants enroll for a course explicitly requiring more than 4 participants, the length of the course can be proportionally reduced in length as decided by STUDIO team.



2.4. Student Attendance Policy

Students' responsibility is to attend all classes if possible. If a student has missed a class, they are required to prepare on their own before the next class. Additional help from the teachers is available by request and with the agreement of the teacher.

Students who arrive late will only receive a lesson for the remainder of the class.

If a student misses more than 15% of the classes s/he won't be allowed to take the final exam.

2.5. Teacher Attendance Policy

Teachers must give students at least 24 hours' notice for all cancelled lessons. In the event of an emergency, notification must be given at the earliest possible opportunity. Teachers will be required to make up any lesson they cancel. If a teacher is late for a lesson, the teacher must either extend the ending time or make up the lost time at a later date.

2.6. Final exam and certificate

The final exam is included in the price of the course. Every student who has attended at least 85% of the classes can take the exam. A certificate of completion will be given to each student who has passed the exam with more than 60%.

3. Individual lessons

3.1. Booking individual lessons

Individual lessons, can be booked if a minimum of 10 hours are prepaid. The prepayment is non-refundable, nor transferable to another person or course.

Each package of 10 hours is to be used within a 3 months time period.

3.2. Individual lessons schedule

The schedule is determined by the student and the teacher before the payment of the lessons is transferred.

3.3. Cancellation of individual lesson

Cancellations must be given with at least 24 hours notice. Failure to provide notice on time or failure to attend will result in the lesson fee still being applicable in full.

Students who arrive late will only receive a lesson for the remainder of their allocated time slot.

4. Conditions of payment

The course fee can be paid only by bank transfer to the company's bank account.



5. Study materials

All the study materials are provided by the teacher in the beginning of the course and whenever needed during the lessons. The price of the materials is included in the course fee. The materials created or prepared by STUDIO team are regarded as its intellectual property. Any distribution of such materials outside lessons is not allowed.

6. Course location

All the courses and individual lessons are held online.

7. Additional terms and conditions

STUDIO is committed to providing an environment of tolerance and acceptance where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunities.

In case of instances of harassment and discrimination, we at STUDIO keep our right to expel any student who has crossed the human rights agreement without second notice.