



# 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!

The Terms and Conditions are not negotiable. By signing up for a course all clients also called students of STUDIO automatically agree to follow the terms and conditions as stated below. STUDIO may be contacted in the following manner:

Through email - [coworking.studioto@gmail.com](mailto:coworking.studioto@gmail.com)

## 1. Area of Validity

STUDIO is situated in Sofia zh.k. Ilinden 129 B, and its principal place of business is **online**. As such we provide clients (also called students) with training and tutoring in Bulgarian language. These General Terms and Conditions apply to all courses and services offered by STUDIO. The Terms and Conditions are available on Studio's [website](#) and are sent to each participant prior to signing up for a course.

## 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. STUDIO reserves the right to postpone the start of a course with up to 14 days in case of insufficient number of students. Any further 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 (A1) and 10 people (A2 and B1) 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 an agreed by all parties 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 academic hours is prepaid. The prepayment is non-refundable, nor transferable to another person or course.

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

### **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**



All cancellations on behalf of the students must be communicated at least 24 hours prior to the lesson. Failure to provide such 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 and promotions**

##### **4.1. Tuition fees**

The tuition fees for each course are indicated on the official [website](#). The fees are not refundable, nor transferable to another course or person.

##### **4.2. Ways of payment**

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

##### **4.3. Promotions and Discounts**

All promotions and discounts offered by Studio are applicable only if the entire sum for a course is paid prior to its beginning. The fees and discounts are not transferable to another course or person.

##### **4.4. Demo lessons**

Demo lessons will be provided on dates set by STUDIO. Demo lessons can be cancelled in case of insufficient number of participants (minimum of 4).

#### **5. Study materials and Intellectual property**

During their studies at STUDIO the students shall have access to various materials, including texts, audio and video content, graphic images, photos, schemes, drawings, sketches. Those materials constitute protected intellectual property objects according to Bulgarian legislation, belonging to STUDIO. Therefore, the students may only use the provided materials for the purposes of their training at STUDIO, and they shall undertake to terminate their use upon termination of the agreement between the parties. In connection with the protection of the above intellectual property objects, the students shall not be entitled on their behalf or on behalf of someone else to show, advertise, reproduce, use, store, translate, process, publicly present and/or copy, either partially or entirely the provided materials, without the prior written consent of STUDIO

#### **6. 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.

## **7. Amendments of the terms and conditions**

STUDIO shall be entitled to change or modify the present Terms and Conditions of Training, which shall be communicated to the students by means of a message by email at least 3 (three) days prior to the date of effectiveness of the amendments. The amendments shall be considered accepted by the participant if he/she does not object within three days as of the date of notice.

## **8. Dismissal from STUDIO**

STUDIO reserves their right, unilaterally and with immediate effect upon a notification, to terminate the agreement for training by dismissing a student from attending classes and having access to the course group and link if he/she:

- is occupied with activities not related to the studied material during classes;
- his/her behavior disturbs the educational and training process and impedes the teacher and the remaining students;
- shows aggressive or unacceptable behavior before, during and after the classes;
- does not observe the rules of the forum and the terms and conditions which he/she had agreed to.

If upon demonstration of the above behavior and occurrence of situations and after a verbal remark and written notification by email the student does not change his/her behavior, he/she shall be excluded from the educational and training process. Dismissal from the educational and training process includes termination of the student's access to the course group and link.

In case of termination of the agreement for training based on the above-mentioned preconditions, the parties agree that Software University OOD shall retain the tuition fees.

## **9. GDPR**

Any personal information collected by Studio shall be used only for the purposes of the courses and shall not be given to any 3<sup>rd</sup> parties. For the process of the signing up the students will have to provide only their names and email.