

# Terms & Conditions

## Learn French Live with My French Studio

Is a service that provides French lessons and conversations online, via the Internet through audio or/and video call. The courses consist of **45-minute-long** classes for individuals or groups of 2-4 students.

### Booking French Lessons

All lessons bookings must be agreed in advance with your teacher via e-mail at the following address:  
[frenchstudiolive@gmail.com](mailto:frenchstudiolive@gmail.com)

Your teacher will confirm the date/ dates and time of the lessons at least 24 hours in advance. You must confirm the date and time by answering the e-mail of your teacher at least 24 hours in advance.

### Payment and Fees

All fees and transactions are in British Pounds, unless otherwise agreed. All lessons must be paid in advance. You choose whether you pay for 1 lesson or packages of 6 or 12 lessons. Lessons must be completed within three months from the date of the payment.

The actual fees are published on the website of My French Studio at the following address:

<https://frenchstudiolive.wixsite.com/myfrenchstudio>

My French Studio reserves the right to change the fees at any time and with no notice.

Payments shall be arranged using PayPal services or Bank Transfer services.

**Important:** by making the payment you accept this terms and conditions and the Privacy Policy of the French Studio.

### French Lessons

You are required to be online and prepared for the lesson in the pre-agreed time.

You are entitled to 15 minutes of free assessment in order to accommodate the online environment and equipment and enable the teacher to access your pre-existing language skills.

You are entitled to get your first lesson for free subject to the sole condition that you enroll for a set of 6 or 12 lessons.

### Technical Requirements

Before the first lesson you are required to properly install Skype or/ and google Hangouts on your computer or/ and WhatsApp on your mobile phone. To be able to participate on our lessons, you must create a Skype or/ and a Google account and add your teacher to your contact list.

Broadband internet access is required to ensure the quality of the sound and the video. In case of slow internet connection (poor audio/ video quality) your teacher may ask you to switch off the camera to achieve better audio quality.

### **Refund**

If you decide to terminate your course and will not attend the rest of the pre-ordered and/ or pre-paid lessons, no refund will be made by My French Studio.

My French Studio reserves the right to cancel any lessons pre-agreed and/ or pre-paid in any circumstances and will refund the client with the remaining amount of the pre-paid lessons that have not been completed (Paypal fees will be deducted from the due amount)

### **Cancellation and Delay Policy**

If you are unable to attend the lesson in the pre-agreed time you have to notify your teacher at least 24 hours before the scheduled time by e-mail. If you cancel the lesson with less than 24 hours' notice or miss it or fail to log-in within 15 minutes following the lesson start time, the lesson is to be considered as if it was completed.

The teacher reserves the right to terminate the lessons in case of force majeure and in any of the following cases:

1. extremely bad audio quality
2. disruption of the Internet services on any sides of the lesson

If extremely bad audio quality and / or disruption of the Internet services are on the teacher's side the lesson will be rescheduled. If extremely bad audio quality and/ or disruption of the Internet services are on student's side, you can reschedule only 30 minutes lesson.

In case you are late, and you didn't inform the teacher of the delay, the teacher will sign out of Skype/Google Hangouts after 15 minutes and charge you for the lesson.

### **Exclusion of Liability**

My French Studio cannot be at any time held responsible for any damage caused by the performance or inadequacy of the services of any third party.

(e.g.: the Internet, Skype, Google Hangouts, WhatsApp)