

Speak Confident English Online Class Policies

Please review the following policies for all online classes with Speak Confident English.

When you purchase 1:1 classes or receive small group classes through Fluency School, Advanced Conversation, or Confident Job Interviews, you agree to the following policies.

1. Purchasing Classes.

All lessons are to be paid in advance. Students can purchase 1:1 classes and group courses directly at www.speakconfidentenglish.com. Invoices may also be emailed directly upon request. Payments can be made via PayPal or Credit Card only. Speak Confident English cannot accept checks or transfers.

2. Contact Information.

It is the student's responsibility to provide accurate contact details to ensure communication with your teacher and the Speak Confident English Team.

3. Scheduling Classes.

All classes are scheduled via an online scheduling application called *Calendly*. It is the student's responsibility to make sure the selected time zone is correct for accurate class times. When you schedule your class, you will receive a confirmation by email and a reminder email 12 hours before your class.

4. Canceling/Rescheduling Classes.

One-to-One Classes. In the event that the student must miss a scheduled lesson, 24 hours notice **must** be given. You may reschedule or cancel your class directly from the confirmation email you receive when you schedule your class. If you cancel or request to reschedule within 24 hours of your

scheduled class, you will be charged the full amount. **Paid fees are not refundable without 24-hour notice.**

Small Group Classes. If you need to cancel or reschedule a small group classes, it is the responsibility of the student to cancel or reschedule within 8 hours of the small group class. Failure to do so may result in missing the class and no refunds will be given.

Groups classes with fewer than 2 students may be canceled by the Teacher. The Teacher will notify students by email if this should happen.

5. Teacher Needs to Reschedule.

In the event that your Teacher with Speak Confident English cannot meet at scheduled time, 24 hours notice will be given, unless unable to do so. Both parties will try to reschedule the earliest time, which is mutually convenient for both student and the Teacher. If no reschedule is agreed upon, fees paid are usable for future lessons.

6. Late Arrival.

Lessons are to start on time, at the scheduled time. Speak Confident English cannot refund or make-up lost time due to student's late arrival or technical difficulties.

7. Recording Classes.

Your Teacher will record your class and share a private link with you. These recorded classes are not be shared with anyone else. No other recording of the lesson may be done, by either party.

8. Class Materials.

All class materials, for 1:1 lessons are for individual students only. Materials for group classes are only available for that group. Class times and materials

may not be shared with others and are the property of Speak Confident English.

9. Copyright.

Copyright of lesson material: all lessons provided by Speak Confident English are the property of Speak Confident English solely, and may not be reused or distributed in any way unless written consent from Speak Confident English has been given.

10. Refund Policy.

One-to-One Classes. Speak Confident English does not issue refunds for unused 1:1 lessons, as lessons do not expire within 1 year of date of purchase.

Advanced Conversation. Speak Confident English will review refund requests on a case-by-case basis for the monthly Advanced Conversation membership course. Students may pause or cancel their membership at any time.

Fluency School. [Visit the Fluency School](#) page to view the Fluency School refund policy.

Confident Job Interviews. [Visit the Confident Job Interviews](#) page to view the Confident Job Interview refund policy.

11. Terms of Use and Privacy Policy.

Visit the full Speak Confident English [Terms of Use](#).

Visit the full Speak Confident English [Privacy Policy](#).