

English with **TOM & LORE**

Cancellation policy

We prompt a culture of mutual respect, clear communication and fairness.

Life isn't always simple and there will be times that you can't make a class due to work or personal responsibilities and unforeseen events outside of your control. We understand this and try to accommodate reasonable schedule changes as best we can; however, as well as having a responsibility to our students, we also have a responsibility to protect our teachers from loss of earnings as a result of last-minute cancellations.

We have created our cancellation policy so that both our team members and students can clearly understand what the necessary protocols to follow are. Please read the following carefully and don't hesitate to contact us if you need anything clarified further.

What do I need to do if I want to reschedule a class?

If you **contact us via WhatsApp** and inform us of the change you wish to make **at least 24 hours in advance of your planned class** (the more time in advance that you tell us, the better, so, if you can give more than 24h that really helps), then **we will rebook your class at no extra charge**. Please ensure that **our administrative team has seen the request and confirmed it with you**. When possible, the new time slots should be organised and booked straight away in order to avoid complications.

If the necessary 24+ hour is not given then, unfortunately, you will lose that session

If you have a medical emergency, we will do our best to rearrange the class for free.

How, when and with whom will the rebooked classes be held?

We always try to program rescheduled classes with your original teacher and at a time that works best for both parties. Unfortunately, this isn't always possible; these classes have to be fitted into our teachers' busy schedules, which can be really easy or very difficult depending on their availability.

This means **you may need to be more flexible with dates, times and potential replacement teachers**.

Your rebooked classes must be taken within the remainder of your 4-week cycle or if you are continuing with the next cycle, they can be taken during the first week of the new one.

If we can't match your availability with your regular teachers, a different one will fill in and teach your class/es instead.

What happens if I am running late or I miss my class?

Communication is key. Each student has their own WhatsApp group set up which includes your teachers and our administrative team. **If you are running late please inform your teacher via your Whatsapp group to let them know your situation and how late you expect to be.**

No shows. **Our teachers** are instructed to **wait for 15 minutes for the student to turn up or contact them** to ask them to wait. **If during this time they fail to do so, then the teacher is free to leave the session and the student will be charged for it.** Our teaching staff have pre-booked your time slots, so if you don't show up they can't fill that space and we still need to compensate them for their time.

Can I move my class over to a different cycle or take it when my cycle has finished?

Our packages are run in 4-week cycles; this allows us to effectively plan our schedules, provide structure for our students and secures a monthly income for our team. **Unfortunately, you may not reschedule classes outside of your 4-week cycle.**

If the classes are not rebooked within the same 4-week cycle they will be lost.

If you are continuing with a next cycle, you will be able to **reschedule a class that falls at the end of the 4th week of the cycle** during the first week of the new one. A member of our staff will contact you during the last week of your cycle to make sure you are continuing your sessions with us.

What about the Clubs?

The English Club, The Reading Club, The Business Club or any other group spaces, are products connected to each student's 4-week cycle and are treated differently to classes. Please take into account that these spaces have a maximum capacity (6 or 8 students depending on the club) and that we have saved a place for you in each one over your 4-week cycle. **If you cannot make a session, unfortunately, you will lose it.**

However, **if you have an emergency or tell us (+24 hours) beforehand** that you can not make a Club session, **we will try to place you in another one**, depending on the availability of places, **at some point during the remainder of your 4-week cycle.** This may mean you are placed in a slightly lower or higher level club than your normal one, or in a General English club instead of a specialized one. That said, if the students and the club's **levels are dramatically different we will not offer this option** because it can be

detrimental to the group dynamic. If we can't find a suitable group to place you in then unfortunately you will forfeit your club session.

What if I have a long term emergency? Can I freeze or transfer my classes to somebody else?

If something serious happens that stops you from participating in your classes for the remainder of your cycle, **please contact us as quickly as possible and try our best to arrange something that works for everyone.**

Unfortunately, **freezing does not lock in your old time slots, teacher or club places.** These sessions may be scheduled at a different time, date and with different teachers depending on availability and you may be offered a space in different clubs. You may only **freeze for a maximum of one month.**

Genuine cases will be offered the option of freezing or transferring classes to a friend or family member. If you decide to transfer your remaining classes we will discuss the best times to schedule them with your chosen recipient. If we can't agree on when to book the transferred sessions they will be lost.

What about National holidays and Universal holidays?

National holidays: We are an international team, our teachers live all around Latin America, so what is a holiday in your country might not be one where they are. For this reason, **we consider national/bank holidays as normal workdays.** If your class falls on one and **you want to take the day off that's not a problem just make sure you tell us at least 24 hours in advance.**

Universal holiday: Christmas and Holy Week are important to us all. Generally, our students and teachers want to take some time off to spend with family and friends. Because our students start and finish their cycles at different times, it gets very complicated trying to coordinate everything individually. Instead, **we prefer to stop taking classes altogether and take a short break** during these festivities. Before every major holiday, **our team will contact you and explain how long we intend to stop for, the date when we intend to stop and restart and all of the options you have available.**

What happens when my cycle ends?

In the last week of your cycle, we will ask you **if you want to continue** with the next one. If you confirm that you want to renew it starting the following week, **you can book the classes with the same teacher and at the same time** or make the changes you want taking into account your teacher's availability. If you decide to pause, there is no problem, but **when you want to resume, it will be necessary to check the availability of schedules again.** In any case, **the payment must be made before starting the week of your cycle,** regardless of the day of your class, so we can ensure your commitment to the classes and the availability of your teacher.

What should I do if I'm confused or have an inquiry?

If you have any **problems, inquiries, or confusion**, **please contact us directly via WhatsApp no matter how big or small**. We will do our best to resolve your queries as quickly as possible. There may be a delay in our response depending on whether we are teaching or otherwise engaged. **If the inquiry is urgent and we haven't responded then please feel free to call us.**

We always try to be fair and ask that you are fair with us in return. Constant cancellations, even with sufficient notice, seriously affect our ability to run the business efficiently.