



POLICY FOR STUDENTS

EZvietnamese



SPECIAL THANKS FROM OUR TEAM

LANGUAGE TRAINING SOLUTION

MATERIAL FOR STUDENTS



Dear students,

Special thanks for taking lessons with EZvietnamese. Please take a look at our policy regarding the course, fee, and cancellation, etc.

FOR IN PERSON CLASS

1. Tuition fee

The tuition fee is packaged in 20-HOUR COURSE or in 40-HOUR COURSE.

2. Lesson cancellation

- Without charge:

+ Give notice of class cancellation to the teacher 12 hours in advance (eg, if you want to cancel a lesson that starts at 10:00 am on Monday, you have to give the notice to your teacher not later than 10:00 pm on Sunday. If your notice comes after 10:00 pm, you will be charged for that lesson.)

- With charge:

+ Class cancellation notice given to the teacher less than 12 hours in advanced (except term...) (eg, if you want to cancel a lesson that starts at 10:00 am on Monday, you have to give the notice to your teacher not later than 10:00 pm on Sunday. If your notice comes after 10:00 pm, you will be charged for that lesson.)

+ Absence from group class (you will be charged if you are absent from a group class. The teacher can give you an overview of the lesson at the beginning of the following class, to make sure that you are able to keep up with the group.)

3. Long- term absence (over a month)

If you have to be absent from the class for an extended period of time, due to a business trip, vacation, hospital, etc your schedule is subject to change when you resume your studies. The teacher and student can discuss a new time slot. However, we will try to keep your schedule, if we can.

4. Materials

Materials for the class are delivered to you for each lesson. We do not charge you for the course book or any additional printed materials for the lesson.

5. Trial class and payment

We are very pleased to offer you a ONE - HOUR TRIAL LESSON, free of charge. If you decide to continue studying with EZvietnamese, you will be required to make the payment in full, no later than one week from the beginning of the course.

The tuition fee should be processed by cash or bank transfer.

The tuition fee is non refundable.

FOR ONLINE CLASS

1. Tuition fee

The tuition fee is packaged in 20-HOUR COURSE or in 40-HOUR COURSE.

2. Class cancellation

- Without charge:

+ Give notice of class cancellation to the teacher 12 hours in advance (eg, if you want to cancel a lesson that starts at 10:00 am on Monday, you have to give the notice to your teacher not later than 10:00 pm on Sunday. If your notice comes after 10:00 pm, you will be charged for that lesson.

- With charge:

+ Class cancellation notice given to the teacher less than 12 hours in advanced (except term...) (eg, if you want to cancel a lesson that starts at 10:00 am on Monday, you have to give the notice to your teacher not later than 10:00 pm on Sunday. If your notice comes after 10:00 pm, you will be charged for that lesson.)

+ Absence from group class (you will be charged if you are absent from a group class. The teacher can give you an overview of the lesson at the beginning of the following class, to make sure that you are able to keep up with the group.)

3. Schedule

Online classes offer you a flexible schedule, which allows you to choose from the teacher's available time slots. Thus, you don't have to postpone class when you are away. You may set the schedule weekly or monthly with the teacher.

4. Materials

Materials for the class are delivered to you for each lesson. We do not charge you for the course book or any additional printed materials for the lesson.

5. Trial class and payment

We are very pleased to offer you a ONE - HOUR TRIAL LESSON, free of charge. If you decide to continue studying with EZvietnamese, you will be required to make the payment in full, no later than one week from the beginning of the course.

The tuition fee should be processed by cash or bank transfer.

The tuition fee is non refundable.

SPECIAL NOTICE:

1. Students should not give any fee privately to the teacher or any fee privately asked by the teacher. Please inform us if that case happens.
2. Students should not give the tuition fee directly to the teacher. We will assign a person from EZvietnamese to take care of your payment.
3. If the lessons occur in a public place (cafe, restaurant, etc.), the students cover teacher's drinks.

Please contact EZvietnamese with any question

You can reach us by the email: contact@ezvietnamese.com