



Terms and Conditions for Online Teaching Services

1. Introduction

Welcome to English with Angel's online teaching services. By enrolling in our classes, you agree to abide by these Terms and Conditions. Please read them carefully.

2. Cancellations and Refunds

2.1. **Cancellation Notice:** Cancellations must be communicated at least 24 hours before the scheduled class. Notifications should be sent to teachampm@gmail.com.

2.2. **Completed Classes:** No refunds will be issued for a completed class.

2.3. **No Refunds Without 24-Hour Notice:** No refunds will be provided if a cancellation is made without a 24-hour notice.

2.4. **Missed Classes:** If a student misses a live class without providing a minimum of 24-hour notice, no refund will be issued.

2.5. **No-Shows:** If a student is 10 minutes late to a class, it will be considered a no-show, and no refund will be issued.

2.6. **Teacher Cancellations:** If the teacher misses a scheduled class, a full refund or class credit will be provided.

2.7. **Class Credit at Teacher's Discretion:**

a. In the case of a last-minute cancellation due to an emergency or technical issues on the client's side, a class credit may be provided at the teacher's discretion.

b. Class credits must be used within 60 days. After 60 days, the class credit will expire.

2.8. **Technology Failures:**

a. **Teacher's Technical Issues:** If a class is completely interrupted or canceled due to technical difficulties on the teacher's side, the teacher may reschedule the lesson or provide a class credit.

b. **Student's Technical Issues:** If technical issues on the student's side prevent them from attending or completing a class, no refund will be issued. A make-up class or class credit may be offered at the teacher's discretion.

3. **Class Conduct and Technical Requirements**

3.1. **Online Platform:** All classes will be conducted via online video conferencing software. Details and access links will be provided upon enrollment.

3.2. **Technical Requirements:**

a. Students are expected to have a working camera and microphone, and a stable internet connection for all classes.

b. It is the responsibility of the client/parent/guardian to ensure that the computer/device used for online classes meets the necessary technical requirements and functions properly.

3.3. **Microphone Usage:**

a. Students are required to use their microphones to communicate with the teacher during class.

b. There should be no distracting sounds or activities in the background during the session. Parents/guardians are encouraged to help ensure a quiet learning environment.

c. The use of profanity, inappropriate language, or offensive comments is strictly prohibited.

3.4. **Camera Usage:**

a. If students have their cameras on, they are expected to be dressed appropriately and ensure there is nothing inappropriate or offensive in the camera view.

b. If students choose to have their cameras off, they must confirm their identity at the beginning of the class.

3.5. **Chatbox Usage:**

a. The chatbox is a tool for learning and communication during the class. Students are expected to use it appropriately and respectfully.

b. The use of profanity, inappropriate language, or offensive comments in the chatbox is strictly prohibited. Comments should remain relevant to the lesson and classroom activities.

3.6. **Student Conduct:** All students are expected to follow class regulations and respect the teacher and fellow students. Continued inappropriate or disrespectful behavior will result in the student's removal from the class, and no refund will be issued.

4. **Classroom Management**

The teacher reserves the right to manage the use of all tools and features within the online learning platform to maintain an effective and respectful learning environment. This includes, but is not limited to:

- Disabling a student's camera or microphone if necessary.
- Restricting or disabling chatbox access if inappropriate behavior occurs.
- Limiting access to other platform features or tools to ensure a distraction-free and productive class.

5. **Class Recordings**

5.1. **Group Classes:** If you are unable to attend a live group class you are enrolled in, due to technical issues or an emergency, every attempt will be made to make a class recording or the class content available for you to review after the class. No refund will be issued.

5.2. **Sharing Recordings:**

a. Clients may share class recordings on social media only if the recording solely features their child.

b. The following information must be included in the post: "ESL class by English with Angel."

6. **Payment Policy**

Payment must be completed prior to the scheduled class.

7. **Scheduled Classes**

Class times are provided in the Central Time Zone (CST).

8. **Customer Support**

For any inquiries or support, please contact us at teachampm@gmail.com. We strive to respond to all inquiries within 1-2 business days.

9. **Amendments to Terms and Conditions**

We reserve the right to amend these Terms and Conditions at any time. Changes will be communicated via email and updates on our website englishwithangel.com. Continued use of our services constitutes acceptance of the revised terms.

10. **Liability Disclaimer**

English with Angel is not responsible for any damages, losses, or interruptions resulting from the use of third-party online platforms, technical issues, or circumstances beyond our control, including but not limited to internet outages, power failures, or device malfunctions on the client's end.

11. **Governing Law**

These Terms and Conditions are governed by and construed in accordance with the laws of the jurisdiction in which the service provider is based.

12. **Agreement**

By enrolling in our classes, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.
