



# Rules and policies of Smart Panda

## Language Training

### 1. How can I book a language class?

You can contact the teacher via email: [smartpanda.no@gmail.com](mailto:smartpanda.no@gmail.com) or via the Contact page on the website [www.smartpanda.no](http://www.smartpanda.no) and sign up for a private free trial lesson (15 min) or a group trial (25 min) to decide if Smart Panda lessons are for you.

An academic hour lasts 45 minutes, a double academic hour is 90 minutes (1 hour and 30 minutes).

**There are online private morning classes, open group classes and private group classes available. Please see the website for the up-to-date prices or contact the teacher via email/phone.**

### 2. Cancellation policy, late arrivals, late payments.

#### Private lessons

Private lessons must be agreed on and paid in full 48 hours in advance. They are held on the weekdays in the mornings online.

Note that if you booked a single class or a subscription for the lessons you cannot cancel the lessons as the classes are always prepared with the personalised touch (Angrerettloven § 22.e).

It is not possible to cancel a prepaid private class; however, you can transfer the class **once** per subscription to another hour or day without losing your payment if you inform the teacher at least 48 hours before the class starts.

If you would like to transfer a class/classes more than once per subscription, as long as you inform the teacher 48 hours before the class starts, you can keep 50% of the payment for the class/classes. If you fail to give the teacher a notice 48 hours in advance or you do not show up for the class, this will sadly result in a 100% loss of the payment for the class.

The classes cannot be transferred to another individual.

### **Private Group lessons**

Each **group lesson** must be a double lesson minimum (**90 min**), the group can have as many double lessons per week as the students wish/possible, a minimum of one double lesson per week is required. The group can receive a free 25 min. language lesson to decide if Smart Panda lessons are for them.

**In case of a self-created group the invoice should be paid in full via a single transfer.**

A self-created group can transfer **one class** per subscription with no loss if everyone in the group agrees, as long as the teacher is informed about the transferral of the class at least 48 hours before the class starts.

If there is an individual in the group that cannot make it to the class, the class will sadly be lost for that person.

If the group wants to transfer the class more than once per subscription, as long as the teacher is informed about it 48 hours before the class starts, the group can keep 50% of the payment for the class/classes. If the group fails to give a 48 hour in advance notice or if no one shows up to the class that class is sadly lost for the group. The classes cannot be transferred to another individual.

Note that if you booked a subscription for the lessons you cannot cancel the lessons as the classes are always prepared with the personalised touch (Angrerettloven § 22.e).

## **Open Group lessons**

There is sadly no possibility to transfer or cancel a class/classes in an open group. However, the students are encouraged to let the teacher know when they are not going to show up for a class so that the teacher doesn't spend time trying to contact the student.

The classes cannot be transferred to another individual.

Note that if you booked the classes in our small open groups you cannot cancel the lessons as the classes are always prepared with the personalised touch (Angrerettloven § 22.e).

## **Late arrivals**

If you are being late, please, inform the teacher immediately. Being late for the class (whatever the cause is) is not a valid reason to extend the teaching hour. Thus, if you booked a 45-minute lesson and you are 15 minutes late, you will receive 30 minutes of language training and your lesson will end at the exact time it was supposed to end.

If you are late for 10 minutes or more, when you are picking up your child from the teaching session, it will be deducted from the next lesson or paid separately.

## **Late payments**

All the classes are to be prepaid. In case of the late invoice payment, there will be sent Purring (which is interest + penalty).

**These are the rules and policies of Smart Panda.**

**Once you have purchased the class/classes, you automatically agree to the rules and regulations of the company.**



[www.smartpanda.no](http://www.smartpanda.no)