



## **Cancellation & Refund Policy**

**Payment must be made in full at the time of booking to secure the slot.**

- ✓ Online courses may **NOT** be transferred to another student.
- ✓ Students who have started classes but for some reasons decide to stop are **NOT** eligible for credit or refund of any kind, regardless of time spent in the course or time remaining.

### **Packages of 10 lessons**

- ✓ Students have **90 days (3-months)** to complete an online course.

### **Packages of 20 lessons**

- ✓ Students have **180 days (6-months)** to complete an online course

### **Group Classes**

- ✓ Students have 6 weeks (**18 hours**) to complete 1 course.



## **CANCELLATIONS**

### **PRIVATE CLASSES**

- ✓ If the lesson is cancelled with **24 hours (or more) notice**, then a **FULL** refund is given.
- ✓ If the lesson is cancelled with **less than 24 hours** notice, **NO** refund is given.
- ✓ If the student doesn't show for whatever reason, no refund is given.

### **GROUP CLASSES**

**FTF requires a minimum number of students to be able to run a course. (Minimum 3)**

- ✓ If the student cannot be in class for **any reasons, no refund** or « **catch up** » **classes** are given. He/she will always have the Google notes to refer to if needed.
- ✓ Students who cancel their course at least 7 days before the course start date will be charged 100% of the total course price.
- ✓ Group classes cannot be converted into private lessons.

**For organizational reasons, FTF reserves the right to substitute a course teacher.**

