



AKS Terms and Conditions

Course attendance and payment terms and conditions for child/pupil GROUPS:

1. At AKS we do not have demo lessons.
2. The payment is to be made for the full course, no later than three business days before the start of the course. The place in the course is only booked after we receive the payment. The textbook payment (if applicable) can be made together with the course payment or paid in cash on arrival to the first lesson.
3. Skipped classes are not refunded. They can only be postponed due to health issues after providing a document that confirms your reason of absence.
4. Course attendants are obliged to inform their teacher about their absence in advance, so that the teacher could plan the class activities accordingly.
5. If 2 or less students come to a planned class, there is a possibility to postpone the class upon mutual agreement between the students and the teacher or the lesson is shortened (from 90 min to 60 min).
6. **On public holidays** planned classes can be postponed upon mutual agreement between the participants and the teacher.
7. **On school holidays** classes can be postponed upon mutual agreement. If classes still take place during holidays, pupils who cannot participate in them are not asked to pay for them.
8. When a teacher is ill/unable to conduct a lesson, a substitute teacher may be appointed or the lesson may be postponed.

Course attendance and payment terms and conditions for adult groups:

1. At AKS we do not have demo lessons.
2. The payment is to be made for the full course, no later than three business days before the start of the course. The place in the course is only booked after we receive the payment. The textbook payment (if applicable) can be made together with the course payment or paid in cash on arrival to the first lesson.
3. Skipped classes are not refunded. They can only be postponed due to health issues or a business trip after providing a document that confirms your reason of absence.
4. Course attendants are obliged to inform their teacher about their absence in advance, so that the teacher could plan the class activities accordingly.
5. If 2 or less students come to a planned class, there is a possibility to postpone the class upon mutual agreement between the students and the teacher or the lesson is shortened (from 90 min to 60 min).
6. When attending spoken English courses, the certificate is only issued after having attended no less than 24 classes.
7. If your general English course attendance is lower than 75%, it is marked in the certificated that the participant has attended the course, but not fully.
8. On public holidays planned classes can be postponed upon common agreement between the participants and the teacher.

9. When a teacher is ill/unable to conduct a lesson, a substitute teacher may be appointed or the lesson may be postponed.

Course attendance and payment terms and conditions for individual lessons online and at schools:

1. At AKS we do not have demo lessons.
2. The price of individual lessons is dependent upon the teacher's qualifications.
3. The payment is to be made for the full course, no later than three business days before the start of the course. The place in the course is only booked after we receive the payment. The textbook payment (if applicable) can be made together with the course payment or paid in cash on arrival to the first lesson.
4. **It is possible to purchase individual lessons one by one, but the price increases by 5 EUR per lesson (compared to the price when full 10 lesson course is purchased).**
5. Two participants can take part in an individual lesson. In this case, the cost of the lesson is divided between the two participants.
6. Before starting the individual course, the participant has to arrange their class schedule with the teacher two weeks in advance.
7. Individual lessons can be postponed upon common agreement between the student/students and the teacher.
8. If an arranged individual class is cancelled less than **3 hours in advance** without informing the teacher, it has to be paid for and the fee is non-refundable.
9. When a teacher is ill / unable to conduct a lesson, a substitute teacher may be appointed or the lesson may be postponed.
10. **10 individual lesson course has to be completed not later than four months counting from the first lesson conducted.**
11. If the student/students cancel lessons frequently, the teacher has the right to abdicate the student/students.
12. Attendance can be stopped without completing the 10-lesson course, but for the maximum period of a month.

Course attendance and payment terms and conditions for individual lessons at student's home/office:

1. At AKS we do not have demo lessons.
2. The price of individual lessons is dependent upon the teacher's qualifications.
3. Before the lessons start, an AKS representative arrives at the planned lesson location: inspects the premises, assesses their suitability for the lessons, signs a contract with the student, discusses the conditions, and plans the date and time of the first lesson.
4. The payment is to be made for the full course, no later than three business days before the start of the course. The place in the course is only booked after we receive the payment. The textbook payment (if applicable) can be made together with the course payment or paid in cash on arrival to the first lesson.
5. The minimum number of individual lessons to be purchased at the student's home / office is ten lessons.
6. Two participants can take part in an individual lesson. In this case, the cost of the lesson is divided between the two participants.
7. Before starting the individual course, the participant has to arrange their class schedule with the teacher two weeks in advance.

8. Individual lessons can be postponed upon common agreement between the student/students and the teacher.
9. If an arranged individual class is cancelled less than 3 hours in advance without informing the teacher, it has to be paid for and the fee is non-refundable.
10. When a teacher is ill / unable to conduct a lesson, a substitute teacher may be appointed or the lesson may be postponed.
11. Individual lesson course has to be completed not later than four months counting from the first lesson conducted.
12. If the student/students cancel lessons frequently, the teacher has the right to abdicate the student/students.
13. Attendance can be stopped without completing the 10-lesson course, but for the maximum period of a month.
14. The teacher appointed by AKS represents the company and conducts lessons at the student's home / office only through the AKS school. It is strictly forbidden to offer a teacher to teach lessons directly without AKS - if the teacher notifies the student of such or a similar offer, the teaching contract will be terminated unilaterally without compensation and no future cooperation with the student will be possible.

Refund Terms and Conditions:

Payment for any course may be refunded in cases where AKS fails to meet its obligations properly or on time: the group failed to start on a set date or it was failed to find a teacher for the individual lessons; if the course end date got postponed due to teacher's illness; if the course did not start or was cancelled after the start for some reason. In no other case will the payment be refunded.

Gift Coupons: All gift coupons purchased in AKS schools are valid for one year from the date of purchase. If the gift coupon is not used for a year, the payment will not be refunded and the coupon will be void. In the event of the gift coupon's loss and no proof of its existence, the coupon will be void. The gift coupon without a signature and a stamp will be void and considered counterfeit.