



## **AKS Terms and Conditions**

### **Course attendance and payment terms and conditions for child/pupil groups:**

1. 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.
2. At AKS we do not have demo lessons.
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.
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. 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.
2. 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.
3. Course attendants are obliged to inform their teacher about their absence in advance, so that the teacher could plan the class activities accordingly.
4. If 2 or less students come to a planned class, there is a possibility to postpone the class upon common agreement between the students and the teacher.
5. When attending spoken English courses, the certificate is only issued after having attended no less than 24 classes.
6. 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.
7. On public holidays planned classes can be postponed upon common agreement between the participants and the teacher.
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 individual lessons:**

1. 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.
2. At AKS we do not have demo lessons.
3. If an arranged individual class is cancelled less than 3 hours in advance, it has to be paid for and the fee is non-refundable.
4. Two participants can take part in an individual lesson. In this case, the cost of the lesson is divided between the two participants.
5. Individual classes can be postponed upon mutual agreement between the student/students and the teacher.
6. Before starting the individual course, the participant has to arrange their class schedule with the teacher two weeks in advance.
7. When a teacher is ill / unable to conduct a lesson, a substitute teacher may be appointed or the lesson may be postponed.

### **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.