



## 1. ATTENDANCE & NOTICES

- 1.1. Lessons take place year-round from mid-January to mid-December.
- 1.2. It is the Student's responsibility to attend all of the scheduled lessons. This ensures consistency in the teaching and learning experience and individual goals. Neither the Teacher nor Lingual Express will be held liable for any missed learning goals set by the student or account payer if the student misses a substantial amount of lessons.
- 1.3. Please Note: The Teacher only sees the student for a short amount of time during the week - It falls to the Student to adhere to homework and revision directions given by the Teacher during the rest of the week after the completion of their weekly lesson/s. The Teachers will not remind or follow up with the students regarding their homework or revision duties between lesson periods. This falls to the Student and Parent to maintain.
- 1.4. Lingual Express will not send daily or weekly reminders to the Parent, Account Payer, or Student to attend their lessons. The lesson link is a recurring link and will not change daily or weekly; thus, it falls to the client to manage their reminders and scheduling. If any schedule changes happen, either from Lingual Express's side OR if the student/account payer requests a change, then new links will be sent out to all involved.
- 1.5. Lingual Express will only be closed for Public Holidays and festive seasons. However, any unexpected closure outside of the previously mentioned periods, for whatever reason, will be communicated promptly to all relevant parties.
- 1.6. Teachers are instructed to *wait for 15 minutes* from the start of the lesson for the students to attend the class. Should the student not notify the teacher that they will be attending the lesson late, the teacher will log off after the 15-minute waiting period, and the full lesson will be invoiced and payable.
- 1.7. Students who arrive late forfeit the time missed. No time extension will be given unless arranged before the lesson. Should the teacher be late, this time will be made up at no extra cost.
- 1.8. There will be no teaching on public holidays (unless a special arrangement has been made in advance, which may incur an extra fee - Please enquire as to the extra fee, if any).

## 2. CANCELLATIONS

- 2.1. Students/Parents **must give 24 hours' notice** should they need to cancel a lesson for any reason. ***Notice must be given via the Class Cancellation link.*** Cancellations will not be accepted via email or WhatsApp. Failing to give 24 hours' notice will result in the lesson being forfeited and charged in full. If proper notice is given, a catch-up lesson will be arranged based on Teacher and Student availability.
- 2.2. Please Note: Cancellations will NOT be accepted from students unless the student is the account payer OR the account payer gives Lingual Express written permission by email to accept such cancellation notices from the student. If the student is given a proxy to cancel lessons by the account holder, the previously stipulated points as they pertain to a cancellation notice will be in effect. Lingual Express will not be held liable for any lessons cancelled by the student, once the student is permitted by the account holder to do so.
- 2.3. It is the responsibility of the Student or Parent to inform the teacher in a timely manner should there be any school schedule changes, or should the student be absent from attending lessons.  
Lingual Express and its Teachers will not be held responsible for school schedule changes that may result in lesson cancellations.
- 2.4. If the cancellation is on the teacher's part, the lesson will be rescheduled by the teacher in advance, or at another time arranged with the student/parent, based on the student's availability.
- 2.5. Should the account holder decide to terminate the lessons, a notice period of one full calendar month starting from the 1st day of the month is required. The notice must be given in writing and can be sent to [admin@lingual-express.co.za](mailto:admin@lingual-express.co.za). There is no cancellation fee. **NOTICE WILL NOT BE ACCEPTED IN THE MONTHS OF NOVEMBER or DECEMBER.** Lessons will be charged in ***FULL***.
- 2.6. **Please note:** Lingual Express Teachers do not have the authority to make any decisions on behalf of Lingual Express, including but not limited to changing schedules, accepting class cancellations, or termination notices.
- 2.7. Please be advised that all inquiries, permanent lesson slot rescheduling/changes, termination notices, and any concerns or compliments that you may have must be directed to the administration department at [admin@lingual-express.co.za](mailto:admin@lingual-express.co.za) and will be attended to by the relevant parties as soon as possible.

## 3. PAYMENTS & FEES

- 3.1. The first month's fee is payable in advance. An enrolment/administration fee of R320 is to be paid upon submission of the enrolment form, in order to reserve your slot.
- 3.2. Fees will be invoiced in advance on the **20th month and are to be paid in advance no later than the 27th of the month.**
- 3.3. Per-lesson payments will NOT BE ACCEPTED.

- 3.4. For the lessons to commence, we require all required fees to be paid before the start of the first lesson, along with the submission of a correctly filled-in and signed [by the account payer]. This must be accompanied by a color copy of the account payer's I.D. document and proof of residential address as required by FICA.
- 3.5. Late payments will result in a 6.5% late payment penalty being added to your current fees for every **14 days** that the account remains unpaid.
- 3.6. **Please note:** Lessons will be suspended until payment is made in full, including the interest added. Any lessons missed due to lessons being suspended are forfeited. Should the account be in default or remain unpaid for a period of 60 days, without arrangements having been made between the account payer and Lingual Express, the account will be handed over to **ACCOUNTABILITY** and Lingual Express reserves the right to pursue the account payer for collection of the outstanding amount with the cost of the collection process as between attorney and own client will be added to the account holder's outstanding amount. Any payments received will first be apportioned to costs and interest before allocation to the capital amount outstanding.
- 3.7. **NO REFUNDS FOR LESSONS WILL BE GRANTED UNDER ANY CIRCUMSTANCES. YOUR ACCOUNT WILL BE CREDITED WITH ANY AMOUNTS DUE AND SET OFF AGAINST FUTURE BILLING.**

**Please read the Informed Consent for Recording Permission Form carefully.**

I hereby consent for **Lingual Express (Pty) Ltd** to record & use, and/or disclose information about my child through video conferencing and/or recording applications. I understand that my child is participating in a virtual academic setting and/or an in-person academic setting and that the information collected is a part of the classroom experience currently being utilized. This consent form covers all forms of learning courses. Your child's name, image, likeness, speech, typed or written content, as well as their grade and course information, may be transmitted during recording portions and instruction. The information supplied to the course instructor and/or Lingual Express Language Academy is meant solely for educational, training, and class-related use. These recordings will be available for download so that Lingual Express students can view them online or offline in coordination with their class instruction. Any use of said academic content outside of Lingual Express' course instructor or administrator-approved use, such as uploading or sharing of said recording content to a third-party website, personal website, and/or social media account, is **strictly prohibited**.