

myClass Online Lessons

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# Terms and Conditions

Last updated in April 2020

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## 1. Enrollment in the courses

- The registration form must be completed in full.
- Attendance of classes is only allowed after completing the registration process and paying for the desired myClass class package.
- Payment can be made by bank transfer or by credit card at our office. Payment against invoice requires a formal authorization approved by a company representative prior to enrollment, by completing the Sponsored Students Form.
- **Please note, the British Council cannot accept payments made from banks sanctioned by the UK or any other relevant jurisdiction.**
- The student chooses the start date of the course at enrollment, with a maximum of 90 days to start the course.

## 2. Student rights: students have the right to:

- participate in classes according to the established methodology;
- participate in the assessment process;
- receive individual advice on their progress;
- have their personal information protected in accordance with British Council policy.

## 3. Scheduling classes

- Students must schedule their classes prior to their attendance (subject to availability), through the online booking system or the mobile application (iOS or Android). A class cannot be scheduled after the class has started.
- Students interested in attending exam preparation classes should manage the scheduling of relevant classes in order to ensure a place in those classes and their frequency until the exam
- Students can cancel reservations through the online booking system or the mobile application up to 24 hours before the start of the class, without losing the corresponding credit (s).
- In case of cancellation less than 24 hours from the beginning of the class the credit will not be returned
- In the case of virtual classes, there will be no refund of credits due to technical difficulties beyond the British Council
- Students are responsible for using all their credits within the validity of the lesson package purchased.
- Students can purchase an extension of time, upon payment of an associated amount, which allows them to complete the scheduling of their credits, and must do so within the term of the current lesson package.
- When choosing the myClass lesson package, students must take into account any

absences that may have an impact on the scheduling of purchased credits. Exceptionally, we may make extensions of the term of the lesson package, based on documentation that proves an impediment related to a medical situation or absences for professional or academic reasons. These requests must be submitted for analysis by the Teaching Centre and will be considered on a case-by-case basis. The documents must clearly identify the student and the time period in question, and must be delivered no later than two working days after the absence they justify and always within the term of the lesson package. The period of the attributable extension can never exceed the number of months of the lessons package purchased.

#### 4. Duties and obligations of students

- Students must participate in the lesson, respecting their teachers and fellow students.
- Students must ensure that their mobile phone is silent or turned off during classes.
- Students must present their student card whenever requested by British Council employees or security personnel
- Students must follow the building's evacuation rules whenever the alarm is sounded.
- Students attending exam preparation classes must purchase the adopted book and ensure that they bring it to class.

#### 5. Changing schedules

- We aim to ensure a range of classes in accordance with the number of students attending our centers. The number of classes available is proportional to the number of students per level.
- Classes with an insufficient number of students may not be offered in the future. New schedules may also be tested, with their continuity dependent on the number of students attending these classes.
- The myClass program includes face-to-face and virtual classes.

#### 6. Holiday Periods

- a. There are some periods during the year (eg Easter, summer) during which we schedule a smaller number of classes per week. This is due to the fact that there is usually a smaller number of students attending classes. As we will still have a range of classes available at the most popular times, this time will not be added to the course length.
- b. Public Holidays: MyClass classes will not be scheduled during public holidays. For these reasons, the corresponding number of days will always be added to all students whose courses are active on those dates.