

Language Coaching

Refund and Cancellation Policy



Studdia Language Coaching Refund and Cancellation Policy

Customers who have purchased Language Coaching for Proficiency through our website have the following options:

Cancellation:

- Customers may cancel their session up to 96 hours (4 days) before the scheduled appointment and receive a full refund.

Rescheduling:

- Customers may reschedule their session once for free up to 72 hours (3 days) before the scheduled appointment. This means you can change the date and time of your session without any additional charges. The 72-hour rescheduling period is calculated from the scheduled session start time.

No Refunds after 96 Hours:

Studdia Live (Studdia) operates on a no-refund policy for cancellations made within 96 hours of the scheduled appointment. If you cancel within this window, no refunds will be issued. However, you can still reschedule if it's done at least 72 hours before the session.

Exceptions for Emergencies:

Studdia Live understands that emergencies can arise. We will consider the following types of emergencies as valid exceptions to our cancellation and rescheduling policy:

- **Medical Emergencies:**

- If a customer or an immediate family member experiences a sudden medical emergency that prevents them from attending the scheduled session, we will allow them to reschedule without any penalties. Medical documentation may be required.

- **Natural Disasters:**

- In the event of a natural disaster or extreme weather conditions that make it unsafe for the customer to participate in the session, we will reschedule without penalties.

- **Death in the Family:**

- In case of the death of an immediate family member, customers can reschedule their session without penalties.
- **Technical Issues on Our End:**
 - If Studdia encounters technical issues or unforeseen problems that prevent the session from taking place, we will promptly reschedule the session at the customer's convenience or provide a full refund if rescheduling is not possible.

Cancellation by Studdia:

In the rare event that Studdia Live needs to cancel a scheduled session for reasons beyond the customer's control, such as unforeseen technical issues on our end or other emergencies, we will offer the following options:

- A full refund of the session fee.
- The option to reschedule the session at no additional cost.

EU Customers and 14-Day Cooling-Off Period:

For customers residing in the European Union, there is a statutory 14-day cooling-off period from the date of purchase. However, this cooling-off period is not valid if a session is scheduled to take place within 14 days from the date of purchase. Therefore:

- If a customer schedules a session fewer than 14 days in advance, the 14-day cooling-off period does not apply.
- If the session is scheduled to take place within this 14-day period, and the customer wishes to cancel or reschedule, they must notify us at least 72 hours before the scheduled session.

Scheduling Restrictions:

To optimize scheduling logistics and ensure effective planning:

Minimum Scheduling Notice:

- Sessions must be scheduled no fewer than 4 days in advance. This means that you cannot schedule a session for the next day or within a 4-day window.

Maximum Scheduling Period:

- Sessions can be scheduled up to a maximum of 60 days in advance. This allows for advanced planning while ensuring flexibility for our customers.

Session Duration:

The typical duration of a session is 60 minutes. Please consider this when scheduling your session.

Refund Processing Time:

Refunds will be processed within 7 business days from the date of the cancellation request.

Teacher-Student Relationship:

Due to the nature of our Language Coaching for Proficiency service, customers often develop close relationships with their teachers. In line with our agile values of putting people first, we encourage an open and informal communication approach between teachers and students. While this policy serves as a guide, situations related to cancellations and rescheduling are typically resolved in a more informal setting directly between the teacher and student. This approach allows for personalized and collaborative solutions tailored to the unique needs and circumstances of each student.

Policy Updates:

Please note that this policy may be updated and revised as needed. Any changes to the policy will be communicated on our website, and the revised policy will apply to future purchases.

Contact Us:

If customers have any questions or need assistance with rescheduling, they can contact our customer support team at info@studdia.live for assistance.

Date: September 2024

