



# Rules and polices of Smart Panda

## Language Training

### 1. How can I book a language class and what does it cost?

You can contact the teacher via email: [smartpanda.no@gmail.com](mailto:smartpanda.no@gmail.com) or via the Contact page on the website [www.smartpanda.no](http://www.smartpanda.no) and sign up for a private free trial lesson (25 minutes) or a group trial (35 minutes) to decide if Smart Panda lessons are for you.

An academic hour lasts 45 minutes, a double academic hour is 90 minutes (1 hour and 30 minutes).

An academic hour of private language teaching (45 minutes) costs 350 Nok and agreed on and paid in full 48 hours in advance.

### Private lessons subscription offers:

#### Subscribe to a certain number of classes and get a discount!

If you subscribe to **4 - 7 academic hours**, the price of each lesson will be **270** Nok (for example, 1080 Nok for 4 lessons, max duration 4 weeks).

If you subscribe to **8 - 11 academic hours**, the price of each lesson will be **250** Nok (for example, 2000 Nok for 8 lessons, max duration 8 weeks).

If you subscribe to **12 - 15 academic hours**, the price of each lesson will be **240** Nok (for example, 2880 Nok for 12 lessons, max duration 12 weeks).

If you choose to subscribe to **16 academic hours** or more, the price of each lesson will be **230** Nok (for example, 3680 Nok for 16 lessons, max duration 12 weeks).

Note that if you have a subscription for the lessons and received a discount you cannot cancel the lessons once you started receiving the language training unless there is a serious medical reason to do so.

If there is a serious medical reason to stop the training you must provide a note from a doctor that proves it and you will be refunded the rest of your money possibly without a discount (the discount is only possible when a certain number of lessons are booked/taught thus the amount of the money you receive back will depend on it).

### **Group lessons:**

**There are intensive group lessons available, please check our website [www.smartpanda.no](http://www.smartpanda.no) for the updated information on the prices, duration and the levels of language courses.** Alternatively, you can create your private study group and receive the lessons at the preferred pace and level.

#### **Create your own private group and get a discount!**

- A private group for **2 students** is for **6400 Nok** (3200 Nok per person for 16 lessons).
- A private group of **3 students** is for **7200 Nok** (2400 Nok per person for 16 lessons).
- A private group of **4 students** is for **7680 Nok** (1920 Nok per person for 16 lessons).
- A private group of **5 students** is for **7840 Nok** (1568 Nok per person for 16 lessons).
- A private group of **6 students** is for **9000 Nok** (1500 Nok per person for 16 lessons).

Each **group lesson** must be a double lesson minimum (**90 min.**), the group can have as many double lessons per week as the students wish, a minimum of one double lesson per week is required. The group can receive a **free 35 min.** language lesson to decide if Smart Panda lessons are for them.

**In case of a self-created group the invoice should be paid in full via a single transfer.**

A self-created group can transfer two classes per subscription with no loss if everyone in the group agrees, as long as the teacher is informed about the transferral of the class at least 48 hours before the class starts.

If there is an individual in the group that cannot make it to the class, the class will sadly be lost for that person.

If the group wants to transfer the class to the next month less than 48 hours before the class starts or more than 2 times per subscription, Smart Panda keeps 50% of the class value.

If no one shows up to the class that class is sadly lost for the group.

Note that if you have a group subscription for the lessons you cannot cancel the lessons once you started receiving the language training unless there is a serious medical reason to do so. If there is a serious medical reason to stop the training you must provide a note from a doctor that proves it and you will be refunded the rest of your money without a discount (the discount is only possible when a student attends all of the group lessons, if not – the cost of each class taken is considered to cost 350 Nok and the rest will be paid back to the student).

## **2. Cancellation policy, late arrivals, late payments.**

### **Private lessons**

It is not possible to cancel a prepaid private class; however, you can transfer the class once to another hour or day without losing your payment if you inform the teacher at least 24 hours before the class starts.

If you fail to give the teacher a notice 24 hours in advance, this will result in a 50% loss of the payment for the class.

If you have a subscription you can transfer the class once per month to another hour or day without losing your payment if you inform the teacher at least 24 hours before the class starts.

If you have a subscription and would like to transfer the class/classes more than once per month as long as you inform the teacher 24 hours before the class starts you can keep 50% of the payment for the class/classes. If you fail to give the teacher a notice 24 hours in advance it will result in a 100% loss of the payment for the class/classes.

If you do not show up for the class, it will result in a 100% loss of the payment for the class.

### **Group lessons**

A self-created group only can transfer two classes per subscription with no loss if everyone in the group agrees, as long as the teacher is informed about the transferral at least 48 hours before the class starts.

If there is an individual in the group that cannot make it to the class, the class will sadly be lost for that person.

If the group wants to transfer the class to the next month less than 48 hours before the class starts or more than 2 times per subscription, Smart Panda keeps 50% of the class value.

If no one shows up to the class that class is sadly lost for the group.

### **Late arrivals**

If you are being late, please, inform the teacher immediately. Being late for the class (whatever the cause is) is not a valid reason to extend the teaching hour. Thus, if you booked a 45-minute lesson and you are 15 minutes late, you will receive 30 minutes of language training and your lesson will end at the exact time it was supposed to end.

If you are late for 10 minutes or more, when you are picking up your child from the teaching session, it may be deducted from the next lesson or paid separately.

### **Late payments**

All the classes are to be prepaid.

In case of the late invoice payment, there will be sent Purring (which is interest + penalty).

**These are the rules and polices of Smart Panda.**  
**Once you pay for the class/classes the way that suits you best,**  
**you automatically agree to the rules and regulations of the**  
**company.**

