

LUUDI POLICY

At Luudi, our goal is to help you succeed in learning Portuguese fast. However, if we aren't successful as a company, we can't do that! We know that things come up from time to time that may prevent you from learning a language with us and we definitely understand that, but in order to ensure that we can continue to offer classes at affordable prices, we have the following policies:

*****Cancellation/refund requests must be made at least 7 days prior to your first class. After this date, unfortunately refunds cannot be given under any circumstance**

*****The cancellation policy for classes is as follows: 24 hour notice is required for cancellation of any Monday-Friday lessons. 48 hours notice is required for Saturday and Sunday cancellations. Otherwise, you will still be charged.**

Please be aware that by attending any class, lesson, or event with Luudi, you are waiving any rights to the liability of Luudi and its teachers and to any claims, suits, demands, damages, judgements, costs and expenses that you may incur.

In an effort to make the fundamental ways in which we run our business very transparent so that everyone can clearly see our intentions at any time, we make the following promise to all of our customers:

1. As students sign up for classes, we start to make very detailed teaching plan and develop a curriculum for each one. The reason we have a policy that says that you can't transfer classes or request refunds after 7 days before your class starts is because our teachers spend time developing and compiling teaching material tailored to your individual needs. Having a strict 7-day refund/transfer policy means we will be able to continue to offer our high-quality classes for a very low price.
2. Our teachers mostly work part-time with Luudi and end up needing to rearrange their life schedules when a student reschedules. Knowing that, it's only fair to them that students understand and adhere to our 24-hour cancellation policy for Monday-Friday lessons and 48-hour cancellation policy for Saturday and Sunday lessons. When you schedule a lesson with us, the teacher is reserving his or her time and may be giving up other plans or not take another job or lesson because they are scheduled to work with you instead. Therefore, we require advance notice for cancellations or you will still be charged for the lesson.
3. All lessons of a course package must be used within 6 months of purchase date.
4. We keep our prices as low as we possibly can while still being able to access the start-of-the-art Cisco Webex learning platform and pay our awesome teachers enough to keep them around for a very long time. We do offer sale pricing and discounts from time to time, but it is increasingly rare because our full price is already substantially less than most of our competitors (and our classes are twice as awesome)!

6. Specific teachers for a class or a lesson cannot be guaranteed and we will sometimes have to schedule a substitute teacher to cover a class. We do, however, work really hard to be sure that you have as much consistency as possible when it comes to your teacher for any 4-hour or 10-hour course package. We take great pains to ensure that every teacher that is hired is excellent at what they do, so rest assured that the person we assign to work with any student in any capacity has gone through a rigorous hiring process before they are given teaching assignments.

7. We try very hard to reply to emails in a timely fashion and we are extremely proud of the fact that we are always easy to get in touch with in the main office. We are also equally proud of the fact that we do our best to notify everyone in a very timely manner in the unlikely event of class cancellations or any changes that are important for you to know about.

8. We value the time, health, safety and security of our students and staff. So, like in a real-world classroom, we reserve the right to refuse service to anyone who is disruptive, disrespectful, harassing, intoxicated, not properly dressed (shirts and shoes, please!), or who causes any kind of safety concern to any of our students or staff.

If you ever have a concern that isn't being addressed, you can email one of our founders; Shayne, Suianne or Tom. They can be contacted individually at www.luudi.com/about or reached collectively at founders@luudi.com.

Contacting Luudi: **Emailing us at info@luudi.com is preferred as we are generally able to respond more efficiently (and quickly) via email.**

We are super excited to have you as a student at Luudi and look very forward to having you in our classes!

Shayne

Suianne

Tom

& Team Luudi