

Membership Policy

Thank you for joining The English Practice Co.! Our Membership Policy is designed to ensure every learner enjoys a smooth, fair and supportive learning experience. By purchasing a membership, you agree to the terms below.

Memberships

Memberships are available as either a **4 Week Membership** or a **6 Week Membership**.

Your membership includes access to your scheduled weekly live sessions, weekly live drop in sessions, Community Lounge resources and any benefits outlined on your chosen membership.

Memberships are non-transferable and cannot be shared with another learner.

Memberships cannot be paused or rescheduled unless agreed in exceptional circumstances.

Payments

Full payment is required at the time of booking for all memberships and optional add-ons.

All payments must be made in **GBP (£)**.

If payment is not successfully completed at the time of booking, your place is not guaranteed. We will contact you once to resolve the issue. If payment is still not received, your booking or membership will be cancelled.

Class Numbers

A minimum of **4 learners** is required for a small group class to run.

If your chosen class does not reach the minimum number of learners, you will be offered an alternative class date and time.

If you are unable to attend the alternative class, you will receive a full refund.

6 Week Memberships

If, after Week 4, you are the only learner remaining on a 6 Week Membership, you will be combined with learners from another 6 Week Membership for your remaining two weeks.

If you cannot attend the new class time, your final two weeks will be delivered as private 1-to-1 sessions with your English coach at no additional cost.

Cancellations & Refunds

You may cancel your membership up to **48 hours before your membership start date** for a full refund.

Once the booking closes (48 hours before the start date), no refunds can be offered, as class numbers and schedules will have already been finalised.

Refunds will only be provided after this point where The English Practice Co. is unable to provide your membership as outlined in this policy.

Missed Sessions

If you miss a live session, all learning materials, teaching slides and conversation activities will be available in the Community Lounge so you can catch up in your own time.

If you notify us **at least 48 hours before your scheduled session**, we will do our best to offer you a place in an alternative class, subject to availability.

To ensure fair class sizes, this complimentary transfer can only be used **once per membership**.

Sessions missed without at least 48 hours' notice cannot be rescheduled or refunded.

Late Arrivals

Please join your session on time.

Learners arriving late will not be offered any extra time to make up the time they have missed out on.

Community Expectations

We are committed to creating a welcoming and respectful learning environment.

The English Practice Co. reserves the right to remove any learner from a session or cancel a membership without refund where behaviour is abusive, discriminatory, threatening or repeatedly disruptive.

Technology

Learners are responsible for ensuring they have a reliable internet connection and suitable device to participate in online sessions.

A working microphone is essential, and use of a camera is encouraged to maximise speaking practice.

Learning Materials

All teaching materials, slides, worksheets and Community Lounge resources remain the intellectual property of The English Practice Co.

Resources are provided for your personal learning only and must not be copied, shared, sold or redistributed without written permission.

Changes to Sessions

In rare circumstances, The English Practice Co. may need to change session dates, times or tutors due to unforeseen circumstances.

Where possible, reasonable notice will be provided and a suitable alternative will be offered.

Contact

If you have any questions regarding your membership, please contact us before booking. We're always happy to help.