



Booking, Cancellation and Refund Policy

The Reset and The Upgrade, one to one with Teacher Joe

Welcome, and thank you for choosing me as your English teacher.

This page explains how lessons, bookings and packages work, so that we both know where we stand and can spend our time together on your English rather than on admin. Please read it before your first class, and ask me if anything is unclear.

Your 25 minute diagnostic

Every student starts with a paid 25 minute diagnostic call. You do the talking, I listen, and at the end I tell you honestly what is holding your English back and which programme fits you.

- The diagnostic is **non refundable** once it has been booked.
- You can reschedule it **once**, as long as it is more than 24 hours before the call.
- If you do not attend and do not message me, the diagnostic is used up.

Your lessons

- Lessons are 50 minutes, one to one, on Google Meet.
- There are no fixed days, times or weekly minimums. Book each lesson for whenever suits you. One lesson one week and three the next is completely fine.
- Once a lesson is booked, that hour is yours. I stop offering it to other students and I prepare for you specifically.
- I will be online and ready at your start time.
- Every booking sends you a confirmation email containing your Google Meet link and buttons to reschedule or cancel that lesson. Keep it, it is the fastest way to change anything.

Changing or cancelling a lesson

Rescheduling and cancelling follow the same 24 hour rule, because both free up an hour I have already set aside for you.

- **More than 24 hours before the lesson:** use the reschedule or cancel button in your booking confirmation email. You can do this yourself, at any hour, as many times as you need, and it costs you nothing. Rebook for whenever suits you.
- **Less than 24 hours before the lesson:** the buttons will no longer work. Message me instead. The lesson counts as completed, unless you use one of your free late cancellations.
- **If you do not attend and do not message me,** the lesson counts as completed.

Your free late cancellations

Life happens, so both programmes include late cancellations you can use with no notice and no charge. You get one for every 8 lessons.

Package	Free late cancellations
The Reset (12 lessons)	2
The Upgrade (24 lessons)	3

Arriving late

- I stay online for the full 50 minutes from your scheduled start time. If you join late, we use the time that remains and the lesson counts as completed.
- If you have not joined after 20 minutes and I have not heard from you, I will close the meeting.

Package expiry

- **The Reset (12 lessons)** must be used within **120 days**.
- **The Upgrade (24 lessons)** must be used within **180 days**.
- The countdown starts on the date of your **first lesson**, not the date you pay. Booking early costs you nothing.
- Your exact expiry date is in the confirmation email you receive after payment.
- Lessons not taken by the expiry date cannot be carried over.

There is no required rhythm. Busy weeks and quiet weeks are normal, and the only thing that matters is that your lessons are used before the expiry date. I will let you know when you are getting close with lessons still remaining, and we will find the extra slots to use them up.

Pausing your package

If something serious comes up, such as illness, work travel or a family emergency, message me. I can pause your package once: for up to **2 weeks** on the Reset, or up to **3 weeks** on the Upgrade. Please tell me before the break rather than afterwards.

Your correction log

- Every package includes a correction log: a shared document that I add to during each lesson, so the things we fix do not disappear when the class ends.
- The document is yours to keep, and it stays available to you after your package finishes.

Split payments

The Upgrade can be paid in two parts.

- The first payment covers lessons 1 to 12.

- The second payment is due **before lesson 13**, the first lesson of the second half.
- I will send you the payment link once you have two lessons left, so there is no rush and no interruption.
- Lessons pause until the second payment is complete, and your expiry date continues to run during that time.

Refunds

- Before your first lesson, you can cancel for a **full refund** within 14 days of payment.
- Once your first lesson has taken place, packages are non refundable.
- If you have paid in two parts, the **second payment is fully refundable** if you ask before lesson 13 has taken place, because it covers lessons you have not yet started.
- If I have to cancel a lesson, it goes straight back into your package and you can rebook it for any time that suits you.

If I need to cancel

- I will give you as much notice as I possibly can, and help you find a new time quickly.
- If I cancel with less than 24 hours' notice, your next lesson is free.

Thank you for reading. If you have any questions at all, just message me.

Kind regards,

Joe

Big Ben English