

## **E-Polyglots Language School Regulations**

These Regulations define the rules, scope and conditions of participation in group online classes at the E-Polyglots Language School.

### **The parties involved**

1. E-polyglots Language School is owned by E-kaliteri LTD, based in the United Kingdom, Unit 4e, Enterprise Court, Farfield Park, Manvers, Rotherham, South Yorkshire, England, S63 5DB, hereinafter referred to as **E-polyglots**.
2. Persons who have read these regulations and have signed an agreement to participate in the course organized by E-polyglots are hereinafter referred to as **Students**.

### **The scope and form of services provided**

1. E-Polyglots organizes group lessons online - these are pre-determined and paid hours of group lessons held via remote learning programs such as eZTalks or Skype.
2. The duration of the lesson is specified in the offer.
3. The condition for starting the classes is to apply and record payments from the minimum number of people specified in the offer.

### **Rights and obligations of the Students**

1. E-polyglots students have the right to submit reservations or requests by email to info@e-polyglots.com.
2. The condition of joining the course is a payment of the course fee.
3. Students have the right, in special situations, to postpone the date of classes; Information about the postponement of classes should be reported to the tutor at the latest during the previous lesson. If everyone agrees, it is possible to change the date and/or time.
4. The Student undertakes to: actively participate in the classes, follow the tutor's recommendations and not to make it difficult for other students to participate in the classes.
5. In case of absence from classes, the student has the right to ask the tutor to send the materials realized during the classes electronically.

6. The student is obliged to install and test an application (eTalkz or Skype) before classes.
7. The student has the right to obtain information on the progress made in learning.

### **Rights and obligations of E-Polyglots**

1. E-polyglots organizes classes with due attention to the quality and efficiency of the classes.
2. The Directorate of E-Polyglots is obliged to consider the issues and requests without undue delay and in case of their legitimacy take appropriate steps and actions, and inform the Student only by e-mail of the decision within 14 working days from the date of receipt of the application to the address info@e-polyglots.com.
3. In special cases, E-polyglots has the right to change the tutor who conducts the classes.
4. If the tutor can not conduct the classes, E-polyglots is obliged to set a new date in order to make up the classes or arrange a replacement with another tutor.
5. E-Polyglots is obliged to inform the Students of any cancellation of the classes 24 hours before the planned classes. In exceptional cases (such as sudden illness, accident or other random events), E-Polyglots reserves the right to cancel classes without observing the 24-hour deadline. Cancellations will be made by phone, text message or e-mail.
6. The tutor will send materials electronically for self-printing.

### **Payment terms**

1. Language courses are exempt from VAT pursuant to Article 43(1)(b) of Directive 2006/112/EC. 28 VAT Act
2. **The course fee is paid in advance.** The student can choose the following payment methods for the course packages:
  - a) **bank transfer** to the bank account of the School, the number will be given in the offer depending on the chosen payment currency,

**b) a quick transfer (paybylink)** via the TPay external payment system, operated by the National Payments Integrator S.A. ul. St. Marcin 73/6 61-808 Poznań,

**c) credit cards** operated by Elavon Financial Services Europlex Building, ul. Puławska 17, Warsaw 02-515 Polska.

3. E-polyglots reserves the right (in justified cases - e.g. when the number of participants in the course decreases). E-polyglots will inform the student about each change. In the case of a price change, the continuation of the course shall remain at the discretion of the student.

4. If the Student is absent from the lesson, he/she cannot receive a refund for this lesson. A long-term illness of the Student is considered to be a special case and a confirmation document is required.

6. Invoices for payment for classes are issued at the request of the Student. The Student should request such an invoice before paying the fee.

7. Discounts and rebates are not combinable, unless the terms and conditions of promotion state otherwise.

### **Termination**

1. Students have the right to resign from classes - with one month's notice of termination effective at the end of the month - by sending a signed resignation by e-mail. The resignation form is available on the following website E-polyglots. Signed resignation scan should be sent to the following e-mail address [info@e-polyglots.com](mailto:info@e-polyglots.com).

2. In case of cancellation of the course, the student is obliged to pay for the used part of the course and for the classes falling within the next 30 days from the date of written cancellation. The settlement shall be made on a pro rata basis. Provided that the basic price of the course does not include any discounts or rebates.

### **Final provisions**

1. Making the payment and signing the contract is tantamount to accepting the regulations of E-Polyglots by the Student
2. The administrator of personal data is E-kaliteri LTD.
3. The collection and processing of personal data shall be carried out in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation). The protection of students' personal data is in accordance with the GDPR policy and the information provided on the website <https://e-polyglots.com/pdf/dokumenty/Privacy-Policy-E-Kaliteri-LTD.pdf> .
4. E-kaliteri LTD collects and processes students' personal data: name, surname, telephone, e-mail address, address of residence and ID card or passport number, SKYPE ID. This data is necessary for legal procedures, contact with students and conducting lessons.
5. On the basis of the relevant consent contained in the agreement, the above data are also processed for marketing and statistical purposes in accordance with the policy of GDPR <https://e-polyglots.com/pdf/dokumenty/RODO-in-E-Kaliteri.pdf> .
6. Students shall have the right to access and correct their personal data.
7. Any outstanding issues shall be governed by the relevant provisions of law, including in particular the provisions of English law.
8. E-kaliteri LTD reserves the right to make changes to the regulations. Students are informed about the changes one month in advance by e-mail.
9. The Regulations are effective as of 01.07.2019.