

Online Policies for Classes, Programs, and Coaching

CAMBRIDGE EXAM COACH

Please review the following policies for all online classes, programs, courses, and/or coaching with Cambridge Exam Coach and any of its subdomains or related websites.

When you purchase 1:1 classes, small group classes, online courses, and/or coaching from Cambridge Exam Coach, you agree to the following policies.

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Purchasing Classes

All lessons are to be paid in advance.

Classes, courses, and coaching sessions can be purchased at cambridgeexamcoach.com. Invoices will be emailed directly upon request.

All payments may be made via PayPal or you may use a bank account to make payments. Cambridge Exam Coach cannot accept checks.

Please note that your payment authorizes only one person to access and participate in the course. Sharing course content with others or publishing it is strictly prohibited.

Should you share your course access with another person, your access to the course and all its material may be immediately revoked for violating these policies.

Student Responsibility

It is the student's responsibility to provide accurate contact details to ensure communication with your Coach and the Cambridge Exam Coach Team.

Course updates and important information are sent by email.

When you choose to purchase from and study with Cambridge Exam Coach, it means you accept our Terms of Use and Disclaimer.

Scheduling Classes

All classes are scheduled via an online scheduling application called *Calendly*.

It is the Student's responsibility to make sure the selected time zone is correct for accurate class times.

When you schedule your class, you will receive a confirmation by email.

Canceling or Rescheduling Classes

One-to-One Classes and Coaching

If you cancel or ask to reschedule **within at least 24 hours notice**, you will receive credit for a future session.

If you cancel or ask to reschedule **with less than 24 hours notice**, you will NOT receive a refund and the class will NOT be rescheduled.

If you **do not show up** for your scheduled session, you will NOT receive a refund.

Small Group Classes

If you need to cancel or reschedule a small group class, it is the responsibility of the student to cancel or reschedule as soon as possible. Failure to do so may result in missing the class and no refunds will be given.

Late Arrival

Lessons are to start on time. Cambridge Exam Coach cannot refund or make-up lost time due to student's late arrival or technical difficulties.

One-on-One Classes

Always inform your Coach if you will be late. If you are late for a class without notice, the Coach will wait and keep the class open for 10 minutes. After 10 minutes, the Coach will close the class and you will NOT receive a refund or the opportunity to reschedule.

Small Group Classes

Always inform your Coach if you will be late. Your Coach may lock the class after 10 minutes, which means you will not be able to join if you are more than 10 minutes late.

If no students arrive within the first 5-10 minutes and the Coach does not receive any notifications about late arrivals, your Coach may close the class. This class will not be rescheduled.

Refunds

One-to-One Classes, Group Classes & Coaching. Cambridge Exam Coach does not issue refunds for classes that have already been completed.

Coach Needs to Reschedule

In the event that your Coach with Cambridge Exam Coach cannot meet at the scheduled time, 24 hours notice will be given, unless unable to do so.

Both parties will try to reschedule the earliest time, which is mutually convenient for both the Student and the Coach. If no reschedule is agreed upon, fees paid are usable for future lessons.

Urgent Situation

In the case of urgent situations that require the personal presence of the Coach, students will be warned at least one week in advance.

Recording Classes

Your Coach will record your class and share a private link with you. These recorded classes are not to be shared with anyone else. No other recording of the lesson may be done by either party.

Request for Editing Help or Additional Services Outside of Class Time

If you ask your Coach to do editing or review of materials outside of your class program, your Coach may do so but this is considered class time and must be paid.

For example:

You've purchased 2 classes from Cambridge Exam Coach.

Plus you need help on a presentation, essay, business letter, website, or any other document, so you ask your Coach to do this before the next class.

This means:

60 minutes of in-class teaching

+

30 minutes of editing time outside of class

= A total of 90 minutes

You have 30 minutes for your next class or you can purchase more class time.

Copyright and Use of Materials

All lessons provided by Cambridge Exam Coach are the property of Cambridge Exam Coach solely, and may not be reused or distributed in any way unless written consent from Cambridge Exam Coach has been given.

All content and materials are for authorized personal use only. Unauthorized use and sharing are strictly prohibited.

Class times and materials may not be shared with others and are the property of Cambridge Exam Coach.

Privacy Policy

Visit the full Cambridge Exam Coach [Privacy Policy](#).

Contact

If you have questions about any Cambridge Exam Coach policies, feel free to contact us. We respond to email inquiries [Monday-Friday](#).

Last updated on June 25, 2021.