Cancellation, Rescheduling & Refund Policy

Website Policy - Foreign Language Classes

1. Free demo and payment timing

The demo class is free. No course fee is collected before the demo. After the demo, we discuss the learner goals, approximate proficiency, recommended course, schedule, and fee. A learner pays only if they choose to proceed with the proposed course.

2. Rescheduling a demo class

If you need to reschedule a demo, please use the current contact options published on thelinguaatelier.com as early as possible, preferably at least 24 hours before the scheduled start time. Rescheduling is subject to availability, and the revised time must be confirmed.

3. Rescheduling an enrolled class

For a paid course, requests to reschedule an individual class should be submitted at least 24 hours before the scheduled start time. Approval depends on the course arrangement, instructor availability, and reasonable notice. A rescheduled class is not guaranteed until confirmed. Requests made with less notice, late arrivals, or missed classes may not be eligible for rescheduling.

4. No refunds

Course fees are non-refundable once paid. This policy reflects that payment is collected only after the free demo and after the learner has had an opportunity to discuss the recommended course and fee. Please ask any questions and confirm that you wish to enrol before making payment. Nothing in this policy excludes any refund or other right that cannot lawfully be excluded under applicable law.

5. Cancellation by a learner

If you decide not to proceed after the free demo, no course payment is due. Once you have paid and enrolled, cancelling or choosing not to attend does not create a right to a refund. Where the rescheduling conditions above are met, we may help arrange a replacement class instead of a refund.

6. Changes or cancellation by The Lingua Atelier

If we need to change or cancel a class, we will notify affected learners using the contact details available to us and offer a reasonable alternative time or rescheduling arrangement. Where applicable law requires a different remedy, that law will apply.

7. How to request a reschedule

To request a reschedule, please use the current contact options published on https://thelinguaatelier.com. Include your name, the foreign language you are studying, your scheduled class date and time, and a few suitable alternative times. Do not include payment card details in messages.

8. Policy updates

We may update this policy when our class arrangements change. The current version and latest business information will be available on thelinguaatelier.com. Please review it before enrolling. This is a general policy draft and should be checked against applicable consumer-protection and other local laws before publication.

Last reviewed: 29 October 2026. Please check the website periodically for the latest version.