

TERMS & CONDITIONS



BY ACCESSING AND USING ESLAN SERVICE, YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND PROVISION OF THIS AGREEMENT. IN ADDITION, WHEN USING ESLAN SERVICE, YOU SHALL BE SUBJECT TO ANY POSTED GUIDELINES OR RULES APPLICABLE TO SUCH SERVICES. ANY PARTICIPATION IN THIS SERVICE WILL CONSITUTE ACCEPTANCE OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ABIDE BY THE ABOVE, PLEASE DO NOT USE THIS SERVICE.

1- This site shall not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via the site, and shall not be responsible or liable for any error or omissions in that information.

2-The Site and its original content, features, and functionality are owned by ESLAN and are protected by international copyright, trademark, patent, trade secret, and other intellectual property or proprietary rights laws.

3-ESLAN (English Speak Like A Native) is an English teaching methodology and a course only delivered by ESLAN at a location of its choosing.

4-The ESLAN methodology trains customers in the features of native English but does not provide guarantees or claim to enable the customers to achieve native-like proficiency in English.

Online Services

5-ESLAN delivers its online courses via Skype only.

6-ESLAN endeavors to provide good online experience but is not liable for technical issues that occur during online lessons including but not limited to poor internet connection, poor video quality, sound distortions, words cutting out etc.

7-ESLAN only accepts PayPal payments for its online courses.

8-ESLAN offers a 30-minute trial lesson at a time agreed to by ESLAN and the student prior to enrolment to ensure both the trainer and student's understanding of each other's expectations . The 30-minute trial lesson is not part of 10-hour units or the overall course.

9-ESLAN online students must fill out and return the enrolment form to info@englishspeaklikenative.com.

10-Students considered "enrolled" upon submitting ESLAN's enrolment form.

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11-ESLAN's Refund Policy is as follows:

- Full refund is issued to students who make a payment before the trial lesson but decide not to proceed with their enrolment.
- 85% refund is issued to students who make a payment after the trial lesson but decide not to proceed with the enrolment.
- 70% refund is issued to students who make a payment after the trial lesson and enrolment but decide to/are not able to begin the course.
- 50% refund is issued to students canceling enrolments after the 1st session of the course.
- No refund is issued to students canceling enrolments after taking the 2nd session of the course.

12-Online students are entitled to receiving audio and visual materials under the semi-supported and fully-supported study plans.

13-Each unit of online study consists of 10 hours. Online students must complete the 10-hour unit within 10 days from the chosen starting date under the Unsupported plan, within 15 days from the chosen starting date under the semi-supported plan and within 20 days from the chosen starting date under the fully-supported plan.

14-Assessments reports are only issued to students under the fully-supported plan.

Face-To-Face services

15-ESLAN's classroom course is 10 weeks. Weekly enrolments are accepted provided that students attend a 3-hour workshop prior to commencing the course.

16-Fees must be paid in full before commencing the course.

17-Full refund is issued for students canceling enrolments before commencing the course.

18-No refund is issued for students canceling 1-week enrolments.

19-In case of students canceling enrollment during the 10-week course, refund is issued for the weeks yet unattended by the students.

20-1 hour Trial Lessons are available on Monday to Friday but at least a 24-hour notice is required.

21-Fees payments can be made by cash, bank transfer or PayPal.

22-Enrolment forms are submitted in-person (ESLAN staff or ESLAN agent) or send to info@englishspeaklikenative.com

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23-Each study week comprises 15 hours of face-to-face instructions.

24-All students must attend a weekly test on Friday.

25-Test reports are handed on Monday every week.

26-If students are more than 15-minute late for class, they will not enter the class and must wait until Break time.