

Enrollment and cancellation policy

Template, not legal advice. Written for online academies that teach families in several countries. Replace every [bracketed] item with your own rules, delete what does not apply, and check it against consumer law where your families live (for example cancellation and refund rights for online services in the UK and EU). Your families' statutory rights always come first.

[Academy name] · Effective from [date]

This policy explains how enrollment, payment, cancellations, makeups and refunds work at [Academy name]. By enrolling a student you agree to it. Please keep a copy.

1. Enrolling

1.1 Every new student starts with a [free / paid] trial class, so the teacher can place the student at the right level.

1.2 To enroll, we need the student's name and age, the parent or guardian's name (for students under 18), an email address for invoices, the time zone you live in, and the weekly days and times you want.

1.3 Classes are booked as a regular weekly schedule. Your class times are fixed in **[your local time / the teacher's local time]**. We confirm the times with you in writing.

1.4 Enrollment continues month to month until you withdraw under section 9.

2. Fees and invoices

2.1 Fees are per class, at the rates in your enrollment confirmation.

2.2 We invoice **[at the start of each month for the classes scheduled that month (prepaid) / at the end of each month for the classes that took place (postpaid)]**. Each invoice lists every class with its date, so you can check it against your calendar.

2.3 Invoices are due within [7] days. You can pay by [PayPal / card / Wise (wise.com) / bank transfer]. Please put the invoice number in the payment reference.

2.4 Siblings: [10]% off the second and each further child's classes.

2.5 If an invoice is unpaid [7] days after its due date, we send a reminder. If it is still unpaid after [14] days, we may pause classes until it is paid. We tell you before we pause anything.

3. If you need to cancel a class

When you tell us	What happens
At least [3] hours before the class	Not charged. [Credited to your next invoice / A makeup is offered if a slot is free.]
Less than [3] hours before the class	Charged in full
The student does not join, and the teacher waits half the class	Charged in full

3.1 Please cancel through [the link in your class message / email / WhatsApp to the office], not by messaging the teacher.

3.2 Emergencies happen. We can waive [one] late cancellation per [term / 3 months] at the office's discretion.

3.3 If the student joins late, the class still ends at the scheduled time.

4. If we cancel a class

4.1 If the teacher or the academy cancels a class, you are never charged for it.

4.2 We offer a makeup class within [14] days, or credit the class on your next invoice if a makeup does not suit you.

4.3 If the teacher joins more than [5] minutes late, we [add the missed minutes to the end of the class / credit the missed time].

5. Makeup classes

5.1 A makeup is offered when we cancel, and [when you cancel with enough notice and a slot is free].

5.2 Makeups must be taken within [30] days and are not carried over after you withdraw.

5.3 A missed makeup is treated like any other class under section 3.

6. Holidays and breaks

6.1 The academy is closed on [Eid al-Fitr, Eid al-Adha, other dates]. Classes on closed days are not charged.

6.2 For family travel, tell us at least [14] days ahead and we will pause your schedule for up to [4] weeks a year without charge. Your regular slot is held for you.

7. Changing your schedule

7.1 To change your regular days or times, give us [7] days' notice. We will do our best to keep the same teacher.

7.2 Twice a year clocks change in many countries. We confirm your class times in writing before each change.

8. Child safety and conduct

8.1 For students under 18, a parent or guardian should be at home and reachable during class. Young children should take classes in a shared room of the home where possible.

8.2 Teachers contact you and your child only through [Academy name]'s channels. Please do not add teachers on personal social media or messaging apps.

8.3 Classes are not recorded [unless you agree in writing]. Please do not record classes yourself.

8.4 To check quality and keep students safe, academy staff may join any class silently.

8.5 We ask students and families to be respectful to teachers. We may end enrollment for abusive behavior.

8.6 To raise a concern about a child's safety or about a teacher, contact [name, email, phone]. We respond within [one working day].

9. Withdrawing and refunds

9.1 You can withdraw at any time by emailing [address] with [14 / 30] days' notice. [Classes in the notice period are charged as usual.]

9.2 If you prepaid, unused classes [after the notice period] are refunded to the original payment method within [14] days, [less any non-refundable payment fees / in full].

9.3 Nothing in this policy limits your rights under the consumer law that applies to you.

10. Your information

10.1 We use your details only to run classes and billing, and share them only with your teacher and the services we need to run the academy (for example our scheduling and payment providers). See our privacy notice at [link].

11. Changes to this policy

11.1 We will tell you at least [30] days before any change to this policy takes effect.

Agreement

Parent or guardian	For [Academy name]
Name:	Name:
Student(s):	Role:
Signature:	Signature:
Date:	Date: