



## Face to Face Portuguese Course Terms and Conditions

### Course Format – One to One Lessons

The courses are individual, a student, a teacher, following MyPortugueseTeacher's proposal to offer a personalized course. This is how we provide a development of language skills in a much shorter timeframe than the courses offered by the market, as our teachers tailor made the course to the student's real needs.

### Course Format – Group Lessons

Group has maximum of 3 students, which will be allocated according to its language knowledge level. Levels are divided for 3 – (A, B and C), from beginner to advanced. Level A and B have 3 modules of 30 hours. Level C has 2 modules. Lessons in group will take place in a public space, Avenida Paulista, 1313. So students can interact to locals as well to be encouraged to meet the city, as part of our intercultural approach. Once student is not satisfied with classes and asks to change for another class, it will be subject to availability, and to the approval from the students of the other class, once it is full.

The assigned teacher, in partnership with the coordination of MyPortugueseTeacher, designs a course and prepares classes according to the student's skills, always assessing their difficulties and helping them to overcome them. Our course helps the student to be independent and proactive in relation to language, stimulating communication and the use of Portuguese in their daily life, taking advantage of the fact that the student lives in Brazil, in case of face-to face lessons, and can transform this period into a real language immersion.

Availability and attendance are fundamental for a better use of the course.

### Courseware

There are several books focused on teaching Portuguese to foreigners, such as, "Bem-Vindo!", "Falar, ler e escrever", "Muito Prazer" and many others. We use them all as a support. Now we are using **Gramatica Ativa 1**, which it's charge (store price), but also teacher develops extra material that will be used in class based on what you need and your subject of interest, making the learning faster and more pleasant. No additional charge. In addition, we use all available technology, such as electronic tables, websites, music, etc., to facilitate and accelerate the learning of Portuguese.

Often, depending on the course being taught, the teacher will make use of supplemental materials, such as copies of newspaper or magazine articles, which will be provided at no additional cost to the student.

### Location

For convenience, safety and time saving, student does not have to travel to take classes, the course is taught at either your company, home, public place of student's choice, or online.

Classes may take place within the area served by MyPortugueseTeacher at no additional charge. Lessons outside the city of Sao Paulo will have an additional cost of R\$ 10,00 to cover teacher's commuting.

For group lessons will take place at Fiesp building's coffee shop. It's a reserved area for lessons to occur.



## Lessons scheduling

One-to-one lesson scheduling is requested by the student itself and attended according to the teacher's availability. Our class time is from 7:30 am to 8:00 pm, Monday to Friday, and Saturdays until 4:00 pm. Exceptionally, we may hold lessons on Sundays and holidays.

Group lessons have a programmed schedule according to classes availability

To check the availability of MyPortugueseTeacher teachers, you may contact the coordinator.

## Payment

**All course fees must be paid in full before the course starts.** If payment in full has not been received, you will not be allowed to start your course. For individual courses longer than 24 weeks, 50% of tuition fees must be paid in full before the course starts. If a booking is made less than 30 days before the course starts, the fees are immediately payable. The remainder of the tuition fees is required two weeks before the start of the second study period of any individual course. MyPortugueseTeacher will issue to the contractor an invoice in the amount corresponding to the previously approved package.

## Packages

The regularity of Portuguese classes will be determined by the students, previously agreed to the coordination and the teacher.

Scheduled classes will follow MyPortugueseTeacher's cancellation policy

## Price adjustment

Prices are fixed for the current year and will be automatically adjusted in January of each year according to the IGP-M released by Fundação Getúlio Vargas.

## Quality assurance

MyPortugueseTeacher undertakes to promptly replace the teachers appointed by the students if the student finds the services is unsatisfactory. We also guarantee a premium quality lesson, designed according to student demands as well as required for each level (MyPortugueseTeacher takes in consideration levels placed at the Common European Framework of Reference for Languages – CEFR)

## Course Cancellation and Refund

Students can withdraw at any time with advanced notification, which must be made through email to **contact@myportugueseteacher.com.br**. The refund will be calculated as follows according to the percentage of the course completed including the notice period: 0-10% of the programme has been completed: 70% refund of unused tuition fees, 11-29% of the programme has been completed: 50% refund of unused tuition fees, 30% or more of the programme has completed: 0% refund of unused tuition fees.

## Lesson Cancellation and Rescheduling

You may cancel any lesson subject to the following charges:

- Cancellation 24:00 hours before the day of the lesson: No charge
- Cancellation 12:00 hours before the day of the lesson: 50% of lesson fee



- Cancellation later than 12:00 hours before the day of the lesson: 100% of lesson fee

Saturday lessons must be cancelled by 12:00 midday of previous Friday

If you cancel a lesson with 'No charge' [see above] you may then book a new lesson at a new date or time. In order to reschedule a lesson to a date and time convenient for both you and the teacher, you must give the teacher three alternative times for each lesson to be rescheduled. If you cannot do this we may be unable to reschedule and you will lose the lesson.

If you cancel a lesson with '50% charge' [see above] you are given a credit which is 50% of the lesson cost. You can use this credit when you book your next course, or combine credits to book extra lesson. No refunds are given for unused credits.

If you cancel a lesson with a '100% charge' [see above] you lose this lesson.

Cancellations must be notified to the school administration staff and course teacher. Cancellations can be accepted by telephone, by email. By email, the effective cancellation date and time is as per the email received.

All 1-1 lessons must be taken within twelve months from the course start date.

Remember, time is reserved for you!

Signature: *Kelly Cerqueira Wachowicz*