

Updated: January 2, 2024

## OFFERINGS TERMS AND CONDITIONS

This document supplements [Preply Terms of Service](#), which generally govern your use of the Preply Platform, and specifies terms and conditions for all offerings available on the Preply Platform. Capitalized terms used and not defined herein shall have the respective meanings ascribed to them in [Preply Terms of Service](#).

### 1. Group Classes

Group Classes is an offering that gives you access to:

- (a) one-time live learning group class (the “**One-time Group Class**”).
- (b) a certain number of group classes that constitute the course you choose to take (the “**Group Course**”).

Applicable Group Classes and pricing may be found on each group class and checkout page.

Every Group Class suggested to you via the Preply Platform will have a pre-defined level, topic, schedule, and duration. You may book any available Group Class according to your language level and interest.

Student can request to be moved to a different first (trial) class of the Group Course up to 4 hours before the scheduled start time. You can do it once, free of charge. This does not apply to any subsequent classes from the second one onwards (weekly classes). If you are unable to attend any class within your chosen Group Course, you will receive a class summary and materials via email.

Tutor may reschedule the first (trial) class of the Group Course up to 4 hours before the scheduled start time. If that happens, you will be able to have the first (trial) class within the same or another available Group Course.

Tutor may reschedule a weekly class in the Group Course up to 4 hours before the scheduled start time. If that happens, you will be able to join another available Group Class.

#### 1.1. Trial Class

Before committing to the Group Course, Preply may offer you to buy the first (trial) class out of your chosen Group Course. You should make a decision on whether to sign up for the remaining classes in the Group Course or not within 4 days (96 hours) after the first (trial) class.

Trial is not available for One-time Group Class.

#### 1.2. Group Classes Cancellation

##### (a) One-time Group Class Cancellation

**One-time** Group Class may be cancelled up to 4 hours before the scheduled start time. Upon cancellation, you may join another available One-time Group Class or request a refund of the corresponding payment according to [the Refund and Payment Policy](#).

**(b) Group Course Cancellation**

The first (trial) class of the Group Course may be cancelled up to 4 hours before the scheduled start time. Upon cancellation, you may join another available Group Course or request a refund of the corresponding payment according to the Refund and Payment Policy.

Preply reserves the right to cancel a weekly class in the Group Course 4 hours before the scheduled start time if the number of Students enrolled is less than two.

## **2. Lessons Packages**

Lessons packages is an offering that allows Student to purchase a stated amount of hours that can be used to schedule private (1-on-1) lessons with the chosen Tutor at a price specified on the Tutor profile page.

### **2.1. Trial Lesson and Change of Tutor**

You may request to change a Tutor after your first trial lesson without any additional charges, not more than twice. In case you decide to change a Tutor more than two times, any next lesson should be paid for.

If the Tutor doesn't suit your needs or the lesson didn't take place, you can request (a) a free lesson with another Tutor that you'll choose on the Preply Platform; or (b) a refund of the payment in accordance with the refund procedure described in [the Refund and Payment Policy](#).

In case your scheduled trial lesson didn't take place but was accidentally confirmed, you can request (a) the transfer of funds to another Tutor; or (b) a refund of the payment in accordance with the refund procedure described in [the Refund and Payment Policy](#).

### **2.2. Cancellation of a Lesson**

Lesson rescheduling and cancellation are determined by the cancellation policy that applies to that lesson. You can find cancellation details on My Lessons page and during the booking process. You will be asked to provide a reason for cancellation, which, in most cases, will be forwarded to your Tutor or Student. Preply reserves the right to charge the cost of the lesson that is canceled or rescheduled not within the timeframe determined above.

## **3. Subscriptions**

Subscriptions are provided according to the [Preply Subscription Services Terms](#).