

Frequently Asked Questions (100)

What types of classes do you offer?

We offer 3-day, 4-day, and 5-day courses.

How long is each class session?

Each session is approximately 25–30 minutes for a single person.

Can I take more than one class per day?

Yes, you may book multiple sessions per day if slots are available.

What is the fee for a 3-day class?

For a 3-day class, the fee is £20–£35 or US \$25–\$50.

How much is a 4-day class?

A 4-day class costs £20–£35 or US \$25–\$50, depending on the package.

What about a 5-day class fee?

The 5-day class rate is £20–£35 or US \$25–\$50, based on the plan.

Are there special family pack rates?

Yes, we offer family pack rates for groups or multiple family members.

How long are class sessions in the family pack?

Sessions are still about 25–30 minutes per person in family packs.

What is the cost of the family pack?

Family pack rates vary; contact us for a tailored quote.

How does the pricing vary by currency?

Prices are given in GBP (£) and USD (US \$), depending on your location.

Do I have to pay the full amount upfront?

Yes, full payment is required to confirm your booking.

Can I pay in installments?

At present, we do not offer installment payments.

Do you offer refunds?

Refund policies depend on how far in advance you cancel; contact support.

What happens if I miss a class?

Missed single sessions cannot usually be refunded, but we may reschedule.

Can I reschedule a class?

Yes, rescheduling is possible subject to availability.

What is the minimum number of people for a family pack?

A family pack is typically for 2 or more participants.

Is there an age limit for participants?

No strict age limit; contact us for details.

Do I need prior experience?

No, our classes suit beginners and intermediates.

Are the classes live or recorded?

Classes are live with real-time interaction.

What platform do you use for the classes?

We use a reliable video conferencing tool.

Do I need special software?

You need a device and stable internet.

Will I receive course materials?

Yes, materials are shared before or during class.

Can I get a certificate?

Yes, a certificate is provided where applicable.

How many participants in one class?

Depends on class type; family packs may have more.

Is there a discount for returning students?

Yes, loyalty discounts are available.

Can I gift a class?

Yes, you can purchase classes as gifts.

How do I sign up?

Register on our website and choose a plan.

Do you run classes on weekends?

Yes, weekend classes may be available.

What time zones do you support?

We accommodate multiple global time zones.

How do I contact support?

Use the contact form or email us.

Is a trial class available?

Trial classes may be offered.

Can I upgrade my package?

Yes, upgrades are allowed if slots exist.

What is the cancellation policy?

Cancel within the allowed window for refund eligibility.

Are there hidden costs?

No, pricing is fully transparent.

Are fees different for family packs?

Yes, family packs have discounted structured pricing.

How is family pack duration calculated?

Each member receives 25–30 minutes per session.

Can parents attend with children?

Both require booked spots unless otherwise stated.

Discounts for large families?

Yes, larger family packs may receive discounts.

Corporate or group discounts?

Yes, contact us for group pricing.

Maximum family pack size?

Varies; contact us for details.

Weekend-only family packs?

Availability varies by schedule.

Can I pause my package?

Pausing is allowed only in special cases.

How is class attendance monitored?

Attendance is tracked through session logs.

Is homework given?

Optional exercises may be assigned.

Is there live feedback?

Yes, instructors provide active feedback.

Can I record sessions?

Recording depends on class policy.

Do you support non-English speakers?

Some support available; inquire for details.

Can I choose my teacher?

Yes, if the teacher is available.

Teacher experience?

Our instructors are qualified professionals.

How do I give feedback?

Use post-class surveys or contact form.

Technical issues during class?

Contact support immediately for help.

End-of-class assessment?

Some classes include a review or assessment.

Switch class days?
Possible if other slots exist.

Are taxes included?
Yes, pricing notes tax inclusion.

Do you provide invoices?
Yes, invoices are provided after payment.

Payment methods?
We accept major online payment options.

Late-payment penalties?
Payment required before class; late payment not applicable.

Classes in different languages?
Language availability varies; inquire.

Booking confirmation time?
Usually immediate or within a few hours.

Instructor cancels class?
We reschedule or refund in such cases.

Private one-on-one classes?
Yes, available upon request.

Mix family pack with individual plan?
Allowed depending on availability.

Trial period for family pack?
Depends on current promotions.

How is family pack billed?
Single payment covering all members.

Scholarships or financial aid?
Not standard, but special requests considered.

Refund if unhappy?
Refund depends on policy timing.

How to cancel a booking?
Cancel through dashboard or contact support.

Waitlist available?
Yes, for full classes.

When should I enroll?
A few days in advance is recommended.

Seasonal discounts?
Offered occasionally.

Pay in another currency?
Possible via specific gateways.

Student or senior discounts?
Sometimes available.

Are materials included?
Yes, most classes include materials.

Class limit per month?
No limit; depends on availability.

Can I repeat a class?
Yes, repeat classes can be booked.

Help with certification?
Helpful but not always formally certified.

How to prepare?
You receive preparation guidelines.

Will I get individual attention?
Yes, class sizes allow personal guidance.

Internet down?
You may rejoin or request rescheduling.

Group chat for participants?
Sometimes available.

Class summary afterward?
Yes, summaries are often shared.

Need a webcam?
Webcam and mic recommended.

Are classes recorded?
Sometimes, depending on policy.

Pause 5-day package?
Allowed in special situations.

Joining instructions?
Link sent via confirmation email.

Classes on holidays?
Varies by schedule.

Prerequisites for advanced classes?

Some require prior knowledge.

Bring custom curriculum?

Yes, for personalized sessions.

Feedback after each class?

Yes, instructors provide performance notes.

Trial class discount?

Occasionally offered.

Do I need a contract?

No long-term contract required.

Cancel without penalty?

If done within policy limits.

Morning or evening classes?

Both may be offered.

Bank transfer payment?

Available in some regions.

Support during classes?

Yes, live support is available.

Payment security?

We use encrypted secure gateways.

Classes for businesses?

Yes, B2B options available.

Refund if content changes?

Refund possible after review.

Invoice for expense claims?

Yes, provided upon request.

How to submit testimonials?

Submit reviews through our website.