

# Privacy Policies

## Privacy Policies

At Palmcoco English, we care about your privacy and work hard to protect it. We may use your contact details to send you special offers and updates. You can email or call us to stop receiving emails. We will not share your information without your permission.

### Information We Collect

When you buy something from us or use our services, we ask for information like your name and address to deliver the products. We only collect what we need to complete your purchase. Your data is stored safely, and we don't share your information details with others.

We may also collect general data about our customers. This information won't personally identify you.

We work with third-party advertising companies to show you ads when you visit our website. These companies might use information about your visit to show ads for things that interest you. However, this does not include your name, address, email, or phone number.

### Sharing Your Information

We respect and protect the privacy of our students, teachers, parents, and school administrators. We will never share personal details about any of our students unless we have permission. Only the student, teacher, school administrators, and parents can see this information. Our company agree to keep this information private. We may share overall performance data, but it will not identify individual students or schools.

### **Promotional Text Messages**

If you give us your phone number and agree to receive text messages, you will get messages from us, like promotions or reminders. You don't have to agree to receive these messages to buy something from us. Standard message and data rates may apply, and you can stop by replying "STOP."

We will not share your phone number with anyone.

### **Policy Changes**

We may change this Privacy Policy from time to time. Any changes will be posted here, so we encourage you to check this page regularly to stay informed.

### **Disclaimer**

While we do our best to protect your privacy, we cannot guarantee it. Sometimes, we may need to share your details if required by law, such as in response to a court order or legal process.

## **Terms and Conditions**

### **Refund Policy**

If your child is unsatisfied within the first 30 days or 6 hours of Private Tutoring or Small Group Course, we will refund your payment. However, requesting a refund will remove your child from the program. We encourage you to let us know if you have any concerns so we can better match your child with a tutor.

### **Discount for School Staff and Military**

If you are a school staff member or active military personnel, you are eligible for a 50% discount on a Small Group Course. You must show proof of your current employment or membership to get this discount.

### **Private Tutoring Policies**

Palmcoco English offers Private Tutoring packages of 12, 24, 36, 48, 60, 80, and 100 hours. The minimum is 12 hours, and a \$199 enrollment fee applies for 24 hours or more packages. Once tutoring hours are scheduled, cancellations must be made at least 48 hours before, or the session will be charged in full.

Tutors may end sessions 5 minutes early to update the student's goals and prepare for the next session. If custom preparation is needed for your tutoring session, tutors may deduct time for this preparation, but they will contact you first.

### **Academic Tutoring Policies**

Academic tutoring is offered in 10, 20, 30, or 40 hours. A 2-hour trial is available for new students. Scheduling all sessions at the start of the program is recommended. Students are responsible for canceling sessions at least 48 hours in advance, or the session will be charged in full.

## **Group Tutoring Policies**

Group Tutoring programs have limited spaces, and Palmcoco reserves the right to adjust the maximum number of students per course. Students must enroll before the course start date, and if a program is canceled, we will try to offer a make-up session, but it is not guaranteed.

Enrollment changes must be made at least two weeks before the course starts. After that, no changes or refunds will be given.

## **Practice Exam Policies**

If a student cancels a practice test event, payments are non-refundable and considered a donation to the hosting organization. Palmcoco English will send the student a practice test and scoring instructions upon request.

## **Refunds**

Refunds will be processed according to the specific terms of the product you are enrolled in. Once approved, refunds may take 1-5 business days to process.