

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.