



Trêsan Contract • 2021

GENERAL COMMITMENTS

I. The school must provide the services agreed with the students at the agreed dates and times. Each class session has 45min to 1h (for more information about our study platform, see the last clause of this contract). If there is a failure in the provision of private lessons, there will be compensation¹ by the school.

II. The school proposes to give a 10% discount² on the monthly fee to students who do not reschedule any classes and do all the educational activities during the entire previous month.

¹ The compensation given in case of failure of the school will be a 10% discount of the affected class or its cancellation, discounting this class value from the monthly fee.

² Discounts are not cumulative.

CANCELLATIONS AND RESCHEDULING

III. If the student needs to reschedule a class, he must notify the school at least 2 hours in advance.

IV. The school can replace up to two classes in a month (provided they have been rescheduled accordingly). The deadline for rescheduling a class is up to 1 month after its original data.

Replacements will be scheduled according to the availability of the school.

RECESSES

V. The school will go on recess in the last week of July and December.

CLAUSES CONCERNING THE ANNUAL PLAN AND ON-LINE PLATFORM

VI. During the year 2021, the annual R\$999 plan gives the student the right to access a platform (*tresan.com.br / tresan.moodlecloud.com*) for 1 year. Even if the student stops using the platform before the contracted period, there will be no refund of the amount paid. The annual plan does not include conversation classes.

VII. If a problem makes impossible the use of our platform, our school will have up to 3 working days to solve the problem. If the problem is not solved, students can request the return of their payment in proportion to the rest of the contracted period.

VIII. The school reserves the right to block a student's access to the platform in case of misuse, for example:

- Sharing access data
- Unauthorized distribution of platform material
- Any illegal or illegitimate use of the platform material

Thank you for reading, and feel free to contact us to answer any questions.

Trêsan - Language School

CNPJ: 24.562.186 / 0001-30
