

TERMS AND CONDITIONS

GENERAL

You shall not copy, modify, transmit, distribute or in any way exploit the products or any other copyrighted materials provided other than for your individual education. Any other purpose is expressly prohibited under these terms. You shall also not permit anyone else to copy, use, modify, transmit, distribute or in any way exploit the products or any other copyrighted materials.

Voilà is obliged to provide you with the services specified in this contract properly, in accordance with the terms of this Contract. You have the right to require Voilà to meet its obligations under this contract in time and with the right quality.

It is your responsibility to ensure that you meet the technical requirements, including compatible hardware, software, telecommunications equipment, and Internet service, prior to purchasing any content.

You have no right to take private lessons from the Voilà teachers and are obliged to inform us about the offer of any Voilà Teacher to conduct private lessons outside the Voilà online platform.

ACCESS

We will take all commercially reasonable steps to provide you with uninterrupted access to the course materials. However, your access may be restricted from time to time for reasons beyond our control. Such reasons include power or internet outages, and actions from computer hackers and others acting outside the law. Your access may also be interrupted due to software issues, server downtime, increased Internet traffic, programming errors, regular maintenance, and other related reasons. Where this is the case, we will take steps to restore your full access within a reasonable period of time.

Our aim is to provide courses and materials of the highest quality. As such, improvements or changes to the learning materials may occur at any time without prior notification to ensure that they are up to date and accurate.

PAYMENTS

We reserve the right to change our prices at any time. The cost of the lessons already paid is not subject to change. Please check our website for up-to-date prices. A payment must be made at the time of enrollment. Once you have successfully registered, you will receive an email confirmation. If you do not receive an email within 24 hours, please contact us at customersupport@frenchclassesonlinevoila.com.

You will be required to provide certain payment and billing information directly to our payment processing partners, including but not limited to your name, credit card information, billing address and zip code. We do not access, store, or collect your credit card information. We use a reputable third-party payment provider, PayPal/Stripe, for transactions made on our website. Payment is made at the point of purchase when you enroll. You agree to provide payment in the stipulated currency, and you will be liable to pay any relevant conversion charges and/or fees in your region. You are responsible for the accuracy of payments made.

CANCELLATIONS & REFUNDS

Fees for lessons already taken by the Customer, according to the lesson log, will not be reimbursed.

You have the right to an emergency cancellation once a month, not later than 4 hours before the start of the lesson. Other cancellations need to be made at least 48 hours in advance for courtesy to teachers. You will be charged in full for any not showing up.

The lesson is considered held, and you will be charged in full, if you do not inform us within 2 hours from the moment of the lesson that it was not held due to the fault of the Teacher.

Classes that were not held due to the fault of the teacher, as well as because of technical problems on the online platform, will be rescheduled.

No refunds are permitted for payments already made.

SUPPORT

We endeavor to respond as quickly as possible to any questions or concerns. The technical support team and the teaching support team may be contacted via WhatsApp, please clearly state your issue. In normal circumstances, email replies are usually sent within 24-48 hours. In the event you have not received support via WhatsApp nor via e-mail phone support can also be requested. Monday-Friday from 9am-3pm CST(GMT-6) +1219-488-9720

How to make a complaint: if it's connected with your lessons/progress in the course: first, speak to your teacher, explain your concerns, and discuss possible solutions. If you're not happy with the resolution or if your complaint is related to payments/any other issues, then please contact: customersupport@frenchclassesonlinevoila.com

ACCEPTANCE

By enrolling and making a payment you are accepting all terms and conditions as stated herein. We reserve the right to change any of these conditions at any time deemed necessary to reflect current market and economic conditions.

LESSONS

Duration of a typical single lesson is 25 minutes; a double lesson is 50 minutes.

CONSENT TO THE PROCESSING OF PERSONAL DATA

By agreeing to the terms and conditions of this Agreement, you give your consent to Voilà to collect and process your personal data, as well as the personal data of persons under the age of majority on whose behalf you enter a legal relationship. Voilà collects, stores and processes only data necessary for the provision of services under this Agreement: name, age, or date of birth; telephone numbers, e-mail address and other contact details.

Processing includes collection, systematization, accumulation, storage, clarification (updating, modification), use, dissemination (including transfer, including transborder transfer of data), depersonalization, blocking, destruction of personal data, as well as provision to the subject of personal data commercial and informational information (including special offers and promotions) through various communication channels, including mail, SMS, e-mail, telephone. For your personal review, for training purposes, safety and security reasons, internal and informational purposes, quality control and to resolve any disputes that may arise Voilà reserves the right to monitor online sessions via video/audio recording, these videos will be available.

Your consent for personal data processing is termless and may be withdrawn by the subject of personal data at any time with a written request to the address: customersupport@frenchclassesonlinevoila.com.

TERM OF THE CONTRACT

This contract becomes effective upon by the Customer and shall continue until the Parties fulfil their obligations. The date of acceptance is the date of payment by the Customer for the Company's Services.

Disputes and disagreements that may arise in connection with this Contract shall be settled by negotiations between the Parties to this Contract. Voilà aims to provide an efficient service to all Customers and partners. If you are unhappy about the standard of service that you have received from us, we would like to hear about it so that we can improve our service in the future – please contact us by emailing:

customersupport@frenchclassesonlinevoila.com

In case of violation of these provisions, voilà reserves the right to refuse to provide services to you, as well as to recover your lost profit.