



Reservation of lessons;

1. Reservations for lessons on My Classroom (We Languages online platform) close 24 hours before the lesson starts.
2. If the student prefers to enroll in the lesson **within 24 hours** of beginning, the student needs to contact the Customer Success Team. They will confirm your request directly with your coach and manually open the lesson.

Cancellation of Lessons;

1. In the event that a lesson is canceled through My Classroom (We Languages online platform), the cancellation must be made **24 hours before** the lesson in question starts; in this case points are returnable. Kindly note that students are allowed up to 3 free cancellations within 4 weeks of time by contacting Customer Success Team
2. In the event that a lesson is canceled by notification from We Languages, We Languages shall transfer the lesson to an alternative time without charge.