

- 1. What happens if I paid for 10 classes and they are all finished, do I need to renew before continuing to learn ? what if I don't know how many classes are left in my package ?**

We will of course inform you systematically 1 or 2 lessons before the end of your package, as we keep track of each lesson you take. You can then renew your package with us to ensure the lesson continues without interruption.

- 2. How long is the trial class, and can I choose my teacher ?**

The trial class is 30 minutes, we assign one of our qualified teachers to each new student. If a student does not feel comfortable with a teacher or his/her teaching method, is it of course possible to request another trial class with a different teacher. In order to be fair to our teachers as well, only the first trial class is Free of charge

- 3. How long does each class last ? is it possible to choose ?**

It is possible to choose between the following sessions: 1 hour, 1.5 hour or 2 hours. The price may vary depending on the class type as well.

- 4. If my child / children do not like a certain type of class (ex. Group) is it possible to switch it to another type ?**

Yes. It is possible to switch once, however some charges may apply due to some potential differences in the new type of session you may choose.

- 5. Does The French Academy have another Campus ?**

At the moment, we are only based in Kuala Lumpur, Malaysia (headquarters).

- 6. Can I take online and physical classes in the same package?**

Yes it is possible to have a mix of online and physical classes.

- 7. Can I change my schedule if I am not free for my class?**

Provided you tell us at least 24 hours in advance, you may reprogram your class with your teacher. Last minute cancellations (less than 24 hours in advance) are only allowed on a case-by-case basis.