



---

## Class Rules

### CLB Improvement Program

#### Service Description

This program is for students who want to improve their CLB level before their CELPIP exam. Lessons are one-on-one online. You will get a book, homework, and feedback. You can choose to work on reading and writing, speaking and listening, or all four skills. See your payment receipt for more details.

#### Refunds

There are no refunds or transfers. Except, if you register for the program and your CLB test result is other than the CLB level in the class description, your registration will be cancelled, and your payment refunded before classes begin.

#### Time Limit to Use Your Classes

You must use all your classes within:

##### 12-lesson program:

- 4 months if you take weekly lessons
- 8 months if you take lessons every other week (evening classes only)
- 

##### 24-lesson program:

- 8 months if you take weekly lessons
- 16 months if you take lessons every other week (evening classes only)

These timelines start on the date of your first class.

Unused classes after this time will expire and cannot be refunded or transferred.

#### Payment Terms

Payment is due at the time of registration. If you choose a monthly payment plan, you are committing to pay for the full program. Stopping attendance does not cancel future payments. You will not be refunded if you quit.

## **Class Length**

Classes are scheduled for 90 minutes but may be shorter depending on the day's lesson. You will not be refunded for classes less than 90 minutes.

## **Reserved Time Slots**

When you join, you choose a day and time for your lessons. This time is saved for you. If you need to change your regular class date and time, you can only change if there is another open time. If there are no open times, you must keep your original, regular date and time. No refunds will be given if you cannot change your time.

## **Cancellations**

If you need to cancel a class, you must email MG's English at least 24 hours before your class. If you cancel less than 24 hours before, MG's English will decide if your class can be rescheduled. If not, you will lose the class and the payment.

## **Rescheduling**

You can reschedule a class by emailing MG's English at least 24 hours before your scheduled class. If you need to change your day or time, it is **subject to availability**. If less than 24 hours' notice is given, MG's English will decide if the class can be rescheduled. If not, you will lose the class and the payment.

## **Homework & Course Work**

Students in the program are expected to complete 4 to 5 hours of homework each week. This homework is an important part of the program and directly affects your progress.

You need to do the homework to improve. No homework, no improvement.

Not doing your homework is not a reason to change your schedule.

If you do not do the homework you will be asked to leave the program. If you are asked to leave, there will be no refund.

## **Following Teacher Instructions**

In this program, you must do the work the way the teacher asks. You need to follow the methods, steps, and practice that the teacher gives you.

The teacher will decide if you are trying, doing your homework, and following the methods. This is not for discussion.

If you do not try, do things your own way, or make class difficult, you will be asked to leave the program. If you are asked to leave, there will be no refund.

## **Late Policy**

Last Updated : August 2, 2025

If you are more than 10 minutes late without notifying MG's English, MG's English will decide if your class will be rescheduled. If not, you will lose the class and payment.

### **Uncontrollable Events**

MG's English is not responsible for missed classes due to events outside of our control, like bad weather or natural disasters. If this happens we will offer to reschedule your class.

### **Responsibility**

MG's English is not responsible for any financial or other losses, even if these could have been expected.

### **No Guarantees**

MG's English does not guarantee that you will improve your CLB level or pass the CELPIP exam by the end of the classes. All lessons will be provided professionally, but results may be different for each student.

### **Class Format and Technology**

Classes will be held online using Google Meet or Zoom. You are responsible for having a good internet connection and the necessary equipment.

You must come to class on a laptop not on a cellphone.

### **Privacy Policy**

MG's English will use your personal information only for class scheduling and communication. Your information will not be shared with anyone else.

### **Instructor Unavailability**

If MG's English cannot provide a scheduled class due to an issue outside our control, we will offer to reschedule your class.

### **Termination of Service**

MG's English can stop giving you classes at any time because of inappropriate behaviour or breaking these rules. If classes are stopped you will not be provided a refund.

### **Changes to Terms of Service**

MG's English may change these class rules at any time. You will be notified of any changes.