



The Academy
of Scholastic
Achievement

Terms of Service

BETWEEN VANCOUVER ACADEMY OF SCHOLASTIC ACHIEVEMENT AND THE CLIENT

In these terms of service, VANCOUVER ACADEMY OF SCHOLASTIC ACHIEVEMENT, INC. will also be referred to as ASA.

Description of Service

ASA is to provide online English language training to the Client in the agreed-upon area of study. The types of services include but are not limited to Test Preparation, Academic Coaching, Tutoring, Group Lessons, Work Rehabilitation Training, and Business English. The services will be delivered via the digital platform(s) chosen and provided by ASA, at agreed-upon times and durations with the Client. The Client agrees to pay for the amount of instruction hours received, based on the agreed-upon hourly rate.

Refund/Cancellation

If the Client withdraws from the program seven (7) days prior to the scheduled class start date, a 100% tuition refund will be issued (minus the transaction fee). A written notice of withdrawal will be required in all cases, and will have to be submitted to info@asavancouver.com by email. In cases of withdrawals within seven (7) days of the scheduled class start date, 50% of tuition will be refunded (minus the transaction fee). Withdrawals after the start of the scheduled class date will not be refunded.

asavancouver.com

info@asavancouver.com



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Vacations and Other Interruptions

- If the Client is sick and provides sufficient supporting medical documentation (or minimum 24 hours' notice), classes missed will be added to their program.
- If the Client requests a vacation (minimum 72 hours' notice) and it is approved, the end date of the program will be extended.
- Classes missed other than for authorized vacation or other authorized reason will not be added to the Client's program, and will not extend their end date.

Statutory Holidays

ASA is required by law to observe statutory holidays (stat holidays) as per federal, provincial (BC) and territorial labour regulations. Classes falling on a stat holiday shall either be rescheduled or cancelled, upon agreement between ASA and the Client. ASA is required to inform the Client regarding any upcoming statutory holidays.

Force Majeure

ASA shall be excused from any delay or failure in performance required hereunder if caused by reason of any occurrence or contingency beyond its reasonable control, including, but not limited to, acts of God, acts of war, fire, insurrection, strikes, lock-outs or other serious labor disputes, riots, earthquakes, floods, explosions, or other acts of nature.

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Limitation of Liability

The Client acknowledges and agrees that ASA will not be liable for any losses or damages, whether indirect, incidental, special or consequential, in profits, goods, or services, irrespective of whether or not the Client has been advised or otherwise might have anticipated the possibility of such loss or damage.

No Guarantee

The Client acknowledges and agrees that ASA cannot guarantee the results or effectiveness of any of the services rendered or to be rendered. Rather, services shall be executed in a professional manner and in accordance with best industry practices. Best efforts will be made but no results are promised. The Client recognizes that the dedication and work ethic of the Client is an essential part of the process.

The above terms and conditions are subject to change. The Client will be notified in writing of any changes.

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