

# lingoda

## FAQ



## FAQ

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### **What does an online language class at Lingoda look like?**

Lingoda offers face-to-face online classes with expert native-speaking teachers. All you need is a laptop or computer, and a good internet connection. You can select classes at the time that suits you best including evenings and weekends.

The average size for a group class is four students during the Marathon, however during peak hours and for popular levels, you might study with a total of five students in your class. We recommend that you book well in advance (at least seven days) to get the class and the time that is best for you.

### **What languages and at which levels can I learn during the Lingoda Language Marathon?**

With Lingoda you can learn English, German, French, Spanish and Business English. It doesn't matter if you are a complete beginner, intermediate or advanced learner- at Lingoda, you will find appropriate courses for your level.

**If you are unsure about your level, please follow the link below and you will know your level in no time.**

**German**

**English**

**French**

**Spanish**

Please note that to be able to participate in our Business English Marathon, you need to be an intermediate learner.

## FAQ

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You are also welcome to change your level at any time during the Marathon, if you find it too easy or difficult, or if you complete a level. This will not affect your Marathon eligibility.

### **How can I participate in the Lingoda Language Marathon?**

After registering for the Marathon, you automatically sign up for a three-month-long subscription.

The payments will be automatically charged from your selected payment method upon registration, on 10th September 2019, on 16th October 2019 and 15th November 2019.

To foster the skills learned during the Marathon in English, French, Spanish or German, your course automatically rolls into a regular Lingoda subscription after the Marathon is over. If you need a break after your Marathon, you can cancel your post-Marathon subscription during the last month of the Marathon itself.

### **Do I get my deposit back if I win the Marathon?**

Yes you will, if you successfully complete the Marathon! In total you will receive back your deposit, the remaining payment of Month 1, the payment of Month 2, and the payment of Month 3.

### **When does the Lingoda Language Marathon start? When can I take classes?**

Places in the Marathon are limited so you should reserve your place well in advance. The closing date for entries is 9th September 2019. All participants will receive their credits on 10th September 2019. This is so that classes can be booked in advance to have a smooth start on 23rd September 2019 (the start date of the Lingoda Marathon).

### **How do I book an online class with Lingoda?**

In your Lingoda account, there is a page called "book classes". You can add filters at specific times of the day and you will see upcoming classes within the selected time frame. Classes are

## FAQ

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displayed in chronological order.

We advise you to book at least seven days in advance to make sure you have a place in the class and can study at the time that is most convenient for you.

### **How do I reschedule a class with Lingoda?**

At Lingoda, a class cannot be directly rescheduled, however you can cancel without losing the credit at least 7 days in advance of the lesson. Alternatively, you can immediately cancel the class within 30 minutes of booking, no matter how many days notice. You can then rebook the lesson for a more convenient time.

### **What if I miss a class?**

If you miss a class due to technical issues on Lingoda's side, the class will count towards the Marathon once we have confirmation that the fault lies with Lingoda, and the teacher has also confirmed the issue.

We will also refund your class credit. However, you can only use the credit after the Marathon finishes.

If you missed the class due to problems on your side, Lingoda cannot make an exception and you will no longer be eligible for the refund of your Marathon course fee.

You will, of course, be able to take the classes that you have paid for during the Marathon period.

### **How do I complete the Lingoda Language Marathon and get the reward?**

You have to attend the agreed number of classes within each Marathon month by following the contest rules in the Terms and Conditions.

## FAQ

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A marathon month is defined as follows:

Month 1 - from 23rd September 2019 to 22nd October 2019

Month 2 - from 23rd October 2019 to 21st November 2019

Month 3 - from 22nd November 2019 to 21st December 2019

### **Is it difficult?**

Yes, like any challenge or even a real marathon perhaps! But thousands of happy students who succeeded with our previous Marathons will testify that the effort is worth it for the language skills - and a refund if you complete the course.

### **How do I get the most out of my class?**

We strongly recommend that you check your internet connection, mic and audio settings at least 15 minutes before the class starts. If you want, you can download the learning materials before the class and go through them too. Have a glass of water for refreshment during the class as you'll be doing lots of talking! A quiet room or workspace will help you concentrate as well.

### **What about the course materials, are they included?**

Lingoda provides all the course materials which are free to access on your student platform. You do not need to buy any additional material or textbooks.

### **Who are my teachers?**

Teachers at Lingoda are all dedicated professionals who love to teach. They are qualified native speakers living all around the world who can help you acquire versatile language skills, as well as providing useful cultural insights into different social and workplace situations.

### **How can I give feedback on my classes?**

You can rate the teachers, the learning materials and the technology after your class from 1 to 5 stars.

Please make sure to leave written feedback if you rate a class lower than three stars so that our teacher management team can follow up with the teacher and so improve class quality.

Your feedback is more than welcome, we value every opinion and take the reviews very seriously.