

# Sprint FAQ

## 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.

At Lingoda, the average size for a group class is three students; however, during peak hours and for popular levels, you might study with a maximum of five students in your class. We recommend 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 Sprint Promotion?

With Lingoda you can learn English, German, French, Spanish or 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 can complete a short test.

**German**     <https://www.lingoda.com/de/p/einstufungstest-deutsch/>

**English**     <https://www.lingoda.com/en/p/english-placement-test/>

**French**     <https://www.lingoda.com/fr/p/test-niveau-francais/>

**Spanish**     <https://www.lingoda.com/es/p/test-nivel-espanol/>

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

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

## How can I participate in the Lingoda Sprint Promotion?

Upon registering for the Sprint Promotion, you automatically sign up for a two-month subscription.

The payments will be automatically charged from your selected payment method upon registration and **2nd August 2022**. To foster the skills learned during the Sprint Promotion, your course automatically rolls into a regular Lingoda subscription after the Sprint Promotion is over. If you would like a break after your Sprint, you can cancel your post-Sprint subscription during the last month of the Sprint Promotion.

## When does the Lingoda Sprint Promotion start? When can I take classes?

Places in the Sprint Promotion are limited, so you should reserve your place well in advance. The closing date for entries is **7th July 2022** (inclusive). All participants will receive their credits when complete payment for month 1 is received (this is so that classes can be booked in advance to have a smooth start on **11th July 2022**, the start date of the Lingoda Sprint Promotion).

## 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 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, classes cannot be directly rescheduled; however, you can cancel without losing the credit if you cancel at least seven days in advance of the lesson. Alternatively, you can immediately cancel the class within 30 minutes of booking. 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 Sprint Promotion 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 Sprint Promotion 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 course fee.

You will, of course, be able to take the classes you have paid for during the Sprint Promotion period and continue to develop your language skills!

## How do I complete the Lingoda Sprint Promotion and get the reward?

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

A Sprint Promotion month is defined as follows:

**Month 1 - from 11th July 2022 (00:00 CET) to 9th August 2022, (24:00 CET)**

**Month 2 - from 10th August 2022 (00:00 CET) to 8th September 2022, (24:00**

CET)

## **Is it difficult?**

Yes, it is designed to be a challenge and push your boundaries! But thousands of happy students who succeeded with our previous challenges 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 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 to concentrate.

## **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 materials or textbooks.

## **Who are my teachers?**

Teachers at Lingoda are dedicated professionals who love to teach. They are qualified, native speakers living around the world who can help you to acquire versatile language skills, as well as provide 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 from 1 to 5 stars after your class. 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 improve class quality. Your feedback is more than welcome; we value every opinion and take the reviews very seriously.

## **If my class starts slightly later or finishes earlier, will I be disqualified from the sprint refund?**

No, you will not be disqualified.

Rarely are there situations where a teacher or a student may be a few minutes late to a class or have to leave a few minutes before the end. As long as you, the student, do not miss more than 10 minutes of a class, you will not be disqualified. If a teacher misses more than 10 minutes of a class it should be marked as missed by the teacher.

## **Can I book classes before the Sprint start dates?**

No, this is outlined in the rules. If you would like to try the platform before the start date, please contact support.

## **When can I book classes?**

You will receive your credits before the start dates so you can book for the specified start date. Booking before the specified dates will result in disqualification from the refund.

## **So why can I see classes in my account before the Sprint start date if I am not allowed to book them?**

The system is the same for all of our students, but because you have chosen to

complete the Sprint challenge, different rules apply. It is your responsibility to adhere to the rules as well as to check the start and end dates of the Sprint.