

# lingoda

## Sprint Promotion

# 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 3 students, however during peak hours and for popular levels you might study with a maximum 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 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 that to be able to participate in our Business English Sprint Promotion, you need to be an intermediate learner.

You are also 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?**

After registering for the Sprint Promotion, you automatically sign up for a three-month subscription.

The payments will be automatically charged from your selected payment method upon registration for the first month, and then monthly on the 30th April 2020, and 30th May 2020. To foster the skills learnt during the Sprint Promotion in English, French, Spanish and or German, your course automatically rolls into a regular Lingoda subscription after the Sprint Promotion is over. If you need 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 3rd April 2020 (inclusive). All participants will receive their credits after the payment for month 1. This is so that classes can be booked in advance to have a smooth start on 8th April 2020 (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 for 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 7 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 that 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 8th April 2020 to 7th May 2020 inclusive
- **Month 2** - from 8th May 2020 to 6th June 2020 inclusive
- **Month 3** - from 7th June 2020 to 6th July 2020 inclusive



### **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 the 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.

### **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 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 improve class quality.

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