Start Learning Hebrew Student Agreement

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This agreement outlines the policies and expectations for services provided by Start Learning Hebrew, LLC ("Start Learning Hebrew" or "SLH"), including private lessons, Private Group Lessons, Live SLH Group Practice Sessions, memberships, workshops, and related educational services. Its purpose is to create clarity regarding scheduling, attendance, payment, participation, and use of purchased services.

By purchasing or enrolling in Start Learning Hebrew services, the student or, when applicable, the student's parent, guardian, or group organizer agrees to the terms below.

Services Offered

Private Lessons

Private Lessons are one-on-one instructional sessions conducted online.

Private Lesson options may include Peak-Hour Private Lessons, Off-Peak Private Lessons, the Weekly Daytime Program, or other lesson options described at the time of purchase.

Pricing, scheduling flexibility, package expiration, and other conditions may vary according to the lesson option and package selected.

Private Group Lessons

Private Group Lessons are instructional sessions for a group of students organized by the purchaser. Group size, package length, pricing, scheduling requirements, and other applicable terms are described at the time of purchase.

One purchaser is responsible for purchasing the lesson package on behalf of the entire group. Private Group Lesson packages must be paid in full before instruction begins.

Start Learning Hebrew does not collect individual payments from group participants. The purchaser or group organizer is responsible for coordinating any division or reimbursement of the package cost among participants.

Private Group Lesson pricing is based on the number of students included in the group at the time the package is purchased.

If the number of participating students decreases after the package begins, the group may continue using the remaining sessions in the package as purchased. Alternatively, the purchaser may submit a written request for consideration of a partial credit based on the remaining unused sessions. Requests will be reviewed on a case-by-case basis and are not guaranteed.

Live SLH Group Practice Sessions

Live SLH Group Practice Sessions are online sessions organized by Start Learning Hebrew to provide guided Hebrew practice in a group setting.

Start Learning Hebrew may group participants according to approximate level, skill, or participation needs and may adjust the instructional format as appropriate to provide a productive learning experience.

Unless otherwise specified for a particular session or program, Start Learning Hebrew does not guarantee a particular number of participants in a Live SLH Group Practice Session.

Memberships

Memberships may include a specified number of Private Lessons per month, access to eligible Live SLH Group Practice Sessions, or other benefits described in the selected membership plan.

Membership benefits, eligibility, pricing, and other plan-specific terms are determined by the membership selected at enrollment.

Payment Terms

Payment is due in advance of services unless otherwise agreed in writing.

Private Lessons, lesson packages, Private Group Lesson packages, workshops, and other non-recurring services must be paid in full before the student or group may attend or receive services.

Memberships are billed on a recurring monthly basis. The membership account must remain current for the student to access membership benefits.

Purchases are nonrefundable except where otherwise required by law or when Start Learning Hebrew cancels a service and is unable to provide a reasonable make-up option, credit, or alternative.

Unused services must be used within the time period specified for the purchased plan or package. Applicable expiration periods are provided at the time of purchase.

If a recurring payment fails or remains unpaid, future scheduling, attendance, and access to membership benefits may be paused until the account is brought current.

Discounted payment options, when offered, apply only to the products or services specifically identified as eligible for that discount. Availability of a discounted payment method for one SLH service does not make that discount applicable to other services, programs, or memberships.

Scheduling and Attendance

Sessions must be scheduled or reserved in advance and are subject to instructor and program availability.

Students are expected to arrive on time and prepared to participate. If a student arrives late, the session will still end at its originally scheduled time. Missed time due to late arrival is not guaranteed to be made up.

If a student does not attend a scheduled session and timely notice was not provided, the session may be forfeited in accordance with the applicable cancellation and rescheduling policy.

Start Learning Hebrew reserves the right to modify instructor availability and scheduling options as needed.

Cancellation and Rescheduling

Private Lessons

Private Lessons may be rescheduled when at least 24 hours' notice is provided, subject to instructor availability and the terms of the specific lesson package purchased.

Lessons canceled with less than 24 hours' notice may be forfeited and are not guaranteed to be rescheduled. Missed sessions without notice are forfeited.

Exceptions may be made in cases of illness, emergency, severe weather, or other extenuating circumstances at the discretion of Start Learning Hebrew.

Weekly Daytime Program

The Weekly Daytime Program is offered at a reduced rate in exchange for maintaining a consistent, recurring weekly lesson time. Start Learning Hebrew understands that occasional scheduling conflicts may arise, so a limited number of reschedules are included with each package.

A 4- or 6-lesson package includes **one reschedule**, and an 8- or 10-lesson package includes **two reschedules**. At least 24 hours' notice is required, and replacement lessons are subject to instructor availability. When possible, the replacement lesson should occur during the same week and within Weekly Daytime Program hours.

Additional schedule changes, skipped weeks, or reschedules beyond those included with the package are not included in Weekly Daytime Program pricing. Students who anticipate needing greater scheduling flexibility should select an Off-Peak or Peak-Hour Private Lesson package instead.

Scheduled school holidays, Jewish holidays, and Start Learning Hebrew closures do not count as reschedules and will extend the package schedule as needed.

Private Group Lessons

Private Group Lessons proceed as scheduled regardless of individual participant absences.

If an individual participant is unable to attend a scheduled lesson, the lesson will not be rescheduled for the group or made up individually. Participants will continue to receive any recap materials, homework, and resources distributed to the group.

Requests to reschedule a lesson for the **entire group** must be made by the designated group organizer with at least 24 hours' notice and are subject to instructor availability and the rescheduling terms applicable to the purchased package.

A participant's individual scheduling conflict or absence does not constitute cancellation of the group's scheduled lesson.

Live SLH Group Practice Session Expectations

Live SLH Group Practice Sessions are designed to provide guided practice in an online group setting.

Sessions will run when at least one student is present.

If only one student attends, the session may be converted to a shortened individual practice session, typically lasting approximately 20 minutes.

When two or three students attend, instruction and personalized feedback may be shared in turns throughout the session, typically lasting approximately 30 minutes.

When four or more students attend, breakout rooms, partner work, or other small-group practice formats may be used based on level, skill, and participation needs.

Start Learning Hebrew reserves the right to adjust the format of a session when appropriate to provide a productive learning experience.

Membership Terms

Memberships renew monthly unless canceled in accordance with the cancellation terms provided at enrollment.

Membership benefits, including the number of included Private Lessons and access to eligible Live SLH Group Practice Sessions, are determined by the selected plan.

Unused Private Lessons included with a membership may roll over for up to 60 days unless otherwise stated in the membership plan.

Rolled-over lessons have no cash value and may not be redeemed for refunds.

If a membership is paused, canceled, or allowed to lapse, unused benefits may expire unless otherwise required by law or stated in writing.

Membership fees are not prorated for partial months unless otherwise stated in writing.

Start Learning Hebrew may modify membership offerings, benefits, schedules, or pricing. Current members will be notified of material changes affecting their membership before those changes take effect.

Online Participation and Communication

Students are responsible for having a reliable internet connection and access to a laptop, desktop computer, tablet, or other device with a screen large enough to comfortably view Hebrew text, instructional materials, and the instructor during online lessons. A smartphone should not be used as the student's regular lesson device, as the smaller screen can significantly limit the student's ability to view shared materials and participate fully in instruction. A phone may be used when necessary as a temporary alternative.

Lessons should be scheduled for a time when the student can participate from a quiet, reasonably distraction-free environment with an appropriate workspace, such as a desk or table. Students should not routinely attend lessons while traveling in a vehicle, participating in a carpool, or from other environments where noise, movement, unreliable internet access, or competing activities may interfere with instruction.

Start Learning Hebrew understands that occasional unexpected circumstances may arise. However, students are expected to be in an environment that allows them to see and hear the instructor and lesson materials clearly, communicate with the instructor, and participate fully in the lesson.

Start Learning Hebrew is not responsible for missed instructional time or reduced lesson effectiveness caused by the student's device, internet connection, physical environment, distractions, failure to join the session on time, or other circumstances outside SLH's control.

Lesson Recording Policy

Private Group Lessons are recorded. By purchasing or participating in a Private Group Lesson package, the purchaser and participants acknowledge and agree that the group's lessons will be recorded.

Private Group Lesson recordings are made available to participants in that group for a limited period following each lesson. Recordings are provided for instructional review and to allow participants who miss a lesson to review the material covered. Availability and retention periods may vary, and participants are encouraged to review any recordings they wish to access promptly.

Recordings are intended solely for the educational use of participants enrolled in that Private Group Lesson program. Participants may not publish, post, distribute, share, reproduce, or otherwise make recordings available to individuals outside the group without written permission from Start Learning Hebrew.

Other Start Learning Hebrew sessions may be recorded for training, quality assurance, internal review, or program development. Recordings used internally by Start Learning Hebrew will not be shared publicly without separate permission.

If a student prefers not to be recorded during a session **other than a Private Group Lesson**, the student or parent/guardian should notify Start Learning Hebrew in advance so that reasonable alternatives may be discussed when possible.

If Start Learning Hebrew offers participants access to a lesson recording as part of a particular program, access terms and availability will be communicated separately. Providing a recording for one session or program does not guarantee that recordings will be available for all sessions.

Respectful Participation

Students, families, group organizers, and participants are expected to communicate respectfully and contribute to a productive learning environment.

Start Learning Hebrew reserves the right to pause, reschedule, restrict, or discontinue services when repeated nonpayment, no-shows, disruptive behavior, inappropriate conduct, or other circumstances materially interfere with instruction, administration, or the learning experience of others.

Agreement and Acknowledgment

By purchasing, enrolling in, or participating in Start Learning Hebrew services, the purchaser, student, or parent/guardian acknowledges that they have read, understood, and agreed to this Student Agreement and to any additional terms stated for the specific product, package, program, or membership purchased.

Acceptance of this Student Agreement may be recorded electronically through the Start Learning Hebrew website, invoice, registration process, or other electronic acknowledgment.