



How to contact us

By phone: 07792 297171

By email: info@besmartlanguageschool.com

By using our contact form:

www.besmartlanguageschool.com

By Facebook: Milton Keynes Language School
– Be Smart

SCHOOL POLICY

BEHAVIOUR

- I agree to conduct myself in a polite and appropriate manner with my teacher as well as with Be Smart staff members.
- Rude or aggressive behaviour will result in the immediate termination of my lessons.
- I agree to discuss any problems with Karine so that Be Smart Language School can try to resolve any issues.
- Punctuality is important. If I arrive late, my lesson will end at the time agreed with my teacher and classmates. If my teacher arrives late, I will be offered a longer lesson.

MY LESSONS

- I must book my lessons in blocks of 4 with Karine (in person, via email or on the phone).
- Be Smart Language School will do their best to offer me the best classes. However, if I am not satisfied I must talk to Karine so she can offer me an alternative.
- If I need to contact my teacher, I understand that I have to ask Karine first.

CANCELLATION OF MY LESSONS

- If I cannot attend a lesson, I must give a minimum of 24 hours' notice and contact Karine in person.
- I understand that my lesson won't be replaced unless I have chosen the Flexi option.
- If my teacher is not available, I will be offered a replacement teacher and I should accept / decline that offer within 24 hours.
- If I decide to leave the school before the end of my block for any reasons, I understand that I will not get a refund.

PAYMENT

- I agree to pay for my lessons one week in advance.
- I understand that failure to make a payment before my first lesson may result in the lesson being cancelled.
- I agree to discuss any problems regarding payments with Karine so that she can help me resolve any issues.