

Online Classes Terms & Conditions

Welcome! In this document, you can find the **Online Classes** terms and conditions applicable to Clients and Authorized Users ("**Terms**"). These Terms form the basis of the legally binding contract between the User and Slang. ***If you are a User of the Platform for Slang Online Classes, please read them carefully before using the Platform, as these Terms are non-negotiable.***

The **Terms and Conditions of the Learn App** will also apply for access to the Online Classes. Clients and Users must read and accept them in order to use the Platform and access the Online Classes. If you do not agree to the Terms or any part of them, please do not use the Platform or access the Online Classes.

Who can access the Online Classes?

Online Classes can only be accessed by those natural persons designated by Slang or by a Client according to the services that have been acquired.

How do we understand that you agree with these Terms?

If you are a Client, these Terms shall be deemed accepted by your acceptance of the Sales Proposal sent by Slang. If you are a User, these Terms shall be deemed accepted upon creating a Slang account or starting any of the Online Classes. You understand that by accepting these Terms you enter into a legally binding contract with Slang with effect from this date.

You acknowledge that the Slang Platform is evolving and that may change from time to time, that's why we encourage you to check this page regularly. If you do not agree with the amendments to these Terms, you have the right to discontinue your use of the Services. By continuing to use the Services following the amendment of these Terms, you consent to be bound by the Terms as amended.

Definitions

"Client": the Person to whom Slang makes available certain authorizations for Users to access Online Classes pursuant to a contract executed between them.

"Cohort": a group of students who start and complete the course together. Cohorts have the same level and schedule.

"Cycle": The duration of a level which is composed of 16 classes.

"Online Classes": Practice Online Classes, Premium Online Classes, Executive

Online Classes, and On-Demand 1:1 Online Classes.

"Slang Manager": for each Client, the Sales Executive or Key Account Manager in charge of their account.

"Person": any natural person, civil or commercial partnership, autonomous estate, joint venture, association, company, corporation, foundation or any other entity with legal personality or any other public entity or any nation or political subdivision thereof, whether local or foreign, and any agency, authority, regulatory body, court, central bank, or any entity in the exercise of its executive, legislative, or judicial powers.

"Sales Proposal": a commercial offer sent by Slang and accepted by a Client, in which the specific conditions of the acquired services are established.

"Slang": Lengio Corporation and any other of its subsidiaries or controlled companies.

"Users": those natural persons designated by Slang or a Client to access Online Classes, regarding an acquired service.

"User No-Show": when a User does not attend a class that has been scheduled, or when the User logs in after the 15th minute of the class start time.

Service Level Agreements

All provisions related to the availability of the Platform, support and maintenance, and suspension of service, among other similar provisions, can be found in our Service Level Agreements document, which shall form an integral part of these Terms and which you can find in our Legal Hub or at the following [link](#).

Suspension of the Service

Slang reserves the right to temporarily or permanently suspend the Service if agreed with the Client, when the Client fails to comply with the agreed conditions, or when the User breaches any of its obligations under these Terms.

Some Basic Rules...

Below are some of the basic rules which Users must comply with, when attending Online Classes:

- Users must maintain respectful and professional behavior during classes, considering that they take place with participants from different organizations.

- Slang reserves the right to limit, restrict, or suspend the participation of any User who interrupts, affects, or sabotages the normal development of the class, including but not limited to:
 - Intentional interruptions in audio, video, or chat.
 - Use of offensive, discriminatory, or obscene language.
 - Sharing inappropriate content via screen, chat, or any other platform functionality.
 - Inappropriately modifying their name or identity in the session or doing so for mocking purposes.
 - Harassing, ridiculing, or negatively affecting other participants or the teacher.
 - In such cases, Slang and/or the teacher may mute, disable the camera, restrict chat, or expel the User from the session without prior notice.

Repeated inappropriate conduct may result in temporary or permanent suspension of access to future classes, without the right to a refund.

- Access to classes is limited to one (1) device per User. It is forbidden to share access links or allow unauthorized third parties to join.
- Participants must identify themselves with their full name [First and Last Name] during their participation in the classes.
- Slang reserves the right to notify the User's direct manager or company representative of any incident that disrupts a class, including relevant details and corrective measures, when deemed necessary to ensure accountability and preserve the learning environment. If the User is not under a B2B agreement, Slang may deactivate their license at its sole discretion and determine their eligibility to participate in classes.
- Protected harassment with your classmates and teacher is prohibited. This is, harassment related to discriminatory practices based on race, religion, color, sexuality, pregnancy, sexual orientation, gender identity, national origin or ethnicity, age, marital status, veteran status, disability (mental or physical), or any additional category outlined in local law.
- Refrain from making publications and/or acts that infringe the intellectual property rights of third parties.

- Read, fully understand, and accept Slang's Privacy Policy before providing any data.
- Refrain from using Online Classes to promote, or transmit illegal, abusive, defamatory, threatening, harmful, or discriminatory content.
- Refrain from transmitting or promoting content that encourages any conduct that may constitute a criminal offense or that may give rise to any liability for Slang under applicable laws.
- Give notice to Slang of any irregularity or illegality of which you are aware, and that has occurred or is occurring during the Online Classes.
- Only the User initially authorized by the Client or Slang may attend the class. A User may not be replaced by another without proper authorization from Slang.

When interacting with other Users, you should exercise caution and common sense to protect your personal safety and property, just as you would when interacting with other people you don't know. Slang is not responsible for the conduct, whether online or offline, of any User. Slang will not be liable for any claim, injury, or damage arising from or in connection with your use of the Services.

Users shall hold Slang harmless, as well as its officers, directors, and administrators, from any claim initiated by any Person, for the breach of any of the obligations stipulated in this Terms.

We kindly invite you to peruse our Code of Ethics & Conduct in order to align with our core values and commitments.

Online Classes General Terms & Conditions

- Each class will have a duration of fifty-five (55) minutes.
- Each class will start with at least one (1) User.
- If no Users show up for the class within the first fifteen (15) minutes, the class will be considered over. If the class has already started with other Users, the User who tries to log in after the 15th minute of the class start time will not be allowed access to the class.
- Attendance is shared only if requested by the Client, with the exceptions herein agreed. Users agree that this information may be shared with the Client.
- The class schedule for each User will be that which is stipulated in agreement with Slang and the Client, and will be subject to the schedule availability offer provided by Slang. The conditions for changes to the class schedule will vary for each type of Online Classes, in accordance with the provisions of these Terms.
- Online Classes will be delivered through our designated platform. When classes are delivered through other platforms due to a mutual agreement, the following limitations apply: (i) Slang will review the Clients' privacy email settings to avoid rejected or duplicated invitations, (ii) Clients cannot request attendance data, and (iii) Slang cannot record classes, track teacher punctuality and whether all sessions started or not.
- Users and Clients agree to have classes recorded under the terms of Slang's Privacy Policy.
- Slang reserves the right to temporarily or permanently suspend the Service if: (i) it is agreed with the Client, (ii) the Client or one of its Authorized Users fails to comply with the agreed conditions in the Sales Proposal of this Terms, or (iii) a User breaches any of its obligations under these Terms.
- Changes of teachers may be made by Slang's unilateral decision.
- Slang may change the schedule offering Online Classes at its discretion.
- Slang will determine the content and methodology of classes, reserving the right to modify them at its discretion to facilitate effective learning.

- Slang sets the graduation thresholds and promotion criteria for each English level and may adjust these requirements at its discretion to ensure effective learning.
- Users are responsible for obtaining and paying for any equipment and Internet service necessary to access the Services.
- Slang does not consider holidays observed in different countries.
- Classes are offered from Monday to Saturday at the following times (COT / UTC-5):
 - Monday to Friday: 5:00 am to 11:00 pm
 - Saturday: 5:00 am to 2:00 pm

Each of the *Online Classes* will have, in addition to these general terms, some specific terms that will be listed below:

Practice Online Classes

Practice Online Classes offer a space for linguistic interaction with Users from different companies and countries, all of whom are at the same English level or higher. Class levels are aligned with the results of the Slang Placement Test.

The terms and conditions for Practice Online Classes are as follows:

- Each class will have a maximum of eight (8) Users.
- The User is responsible for booking their classes at any time through the Slang App.
- These classes cannot be rescheduled upon request by the User or the Client.
- Slang may modify the schedule of Practice Online Classes at its discretion.
- Users cannot choose or request changes to the other Users attending their class.
- Attendance in Practice Online Classes will appear as part of the User's profile data in the LMS.
- Class recordings are not available.
- Classes are offered year-round.

Premium Online Classes

Premium Online Classes provide a space for language practice with Users from different companies and countries who share the same level of English. Class levels are determined based on the results of the Slang Placement Test.

The terms and conditions for Premium Online Classes are as follows:

- The groups will have a maximum of eight (8) Users.
- The User must complete the Slang Placement Test and select a class schedule in the Slang App before the activation date of the Service. The Service will be considered active on that date even if these steps have not been completed; however, the User will not be eligible to attend classes until both the Placement Test and schedule selection are finalized.
- To be counted as present, the User must remain in the classroom for at least forty (40) minutes.
- Classes follow a cohort model with fixed 16-class cycles and designated start dates.
 - If the cohort the User wishes to join is between Classes 1 and 8, they will be placed at the level assigned by the Slang Placement Test, ensuring they can participate in the majority of the cycle.
 - If the cohort is already in Classes 9 to 16, the User will be enrolled in a cohort at the previous level. This ensures foundational skills are reinforced before continuing and that the User completes a full 16-class cycle at their assigned level.
- The User may change their class schedule through the Learn App at any time from Class 1 up to and including Class 14 of the cycle, subject to seat availability in the desired group. After Class 14, schedules are locked and no further changes will be accepted for that cycle.
- Individual Premium Online Classes cannot be rescheduled. If a User is unable to attend a class, they are encouraged to explore the Practice Classes offering as an alternative.
- Slang may cancel a class if three (3) or fewer Users are enrolled in the group. Upon obtaining their consent, affected Users will be reassigned to an alternative available schedule.
- The User may request access to a class recording up to seven (7) calendar days after the class has taken place.

- Users cannot choose or request changes to the other Users attending their class.
- There are two scheduled breaks during the year:
 - One during Holy Week (Semana Santa), as designated each year.
 - Another spanning the last two weeks of December and the first week of January.

These breaks are included in the purchased Service period and no rescheduling or class reinstatements will be provided for the time off.

Executive Online Classes

Executive Online Classes provide a personalized language learning experience designed for Users in managerial, executive, or leadership roles, or for key personnel selected by the Client for individual English language improvement.

The terms and conditions for Executive Online Classes are as follows:

- Each class is limited to a maximum of one (1) User.
- The Client must inform Slang of the User's schedule preferences prior to contracting the Service, in order to confirm availability.
- Executive Online Classes may begin at any time during the month, provided the requested schedule is available.
- To be counted as present, the User must remain in the classroom for a minimum of forty (40) minutes.
- The User may request to reschedule a class through the Learn App at least four (4) hours before the scheduled start time. Each request must include two alternative time slots within the current cycle. The rescheduled class may be assigned to a different teacher. Any class not completed before the contract's end date will expire and cannot be rescheduled or carried over.
- Permanent schedule changes may be requested to support@slangapp.com specifying the preferred new time. Slang will review the request and confirm the updated schedule—along with a substitute teacher if needed—within seven (7) business days. Until confirmation is received, the User must continue attending classes at the original time.
- The User may request access to a class recording up to seven (7) calendar days after the class has taken place.

- The User may request a temporary service pause by contacting support@slangapp.com. Any approved paused time may be credited by the Client towards a future renewal or expansion of the Service, provided that the total cumulative credit value does not exceed twenty percent (20%) of the original contract value. In all cases, the credited amount applied to any renewal or upsell may not exceed twenty percent (20%) of the value of the new service.
- There are two scheduled breaks during the year:
 - One during Holy Week (Semana Santa), as designated each year.
 - Another spanning the last two weeks of December and the first week of January.

These breaks are included in the Service period and are not subject to rescheduling or compensation.

1:1 Sessions

These sessions are part of the PLUS complementary service and are designed to provide personalized support to individual Users, allowing them to (i) Resolve questions about topics covered in class, (ii) Develop specific skills (speaking, listening, reading, writing), (iii) Receive support for real-life situations where English is needed in the workplace (preparing meetings, practicing presentations, drafting emails, communicating with clients, among others).

The terms and conditions for 1:1 Sessions are as follows:

- Users must book the Session through the Learn App at least forty-eight (48) hours in advance.
- When booking, the User must indicate the purpose of the session, their level, and briefly explain what they wish to accomplish during the session.
- Booking availability is displayed for a rolling window of seven (7) calendar days.
- Slang will only process one (1) Session at a time per User. Any additional bookings will only be processed once the previous Session has been completed or canceled.
- There must be a minimum interval of twenty-four (24) hours between one session and the next in order for them to be processed.

- The User may cancel the Session through the Learn App at least four (4) hours before the scheduled start time.
- Rescheduling is not included. If the User doesn't cancel the Session and fails to attend (No Show), it will be counted as used.
- In high-demand periods, Slang may adjust availability and booking windows.
- Accumulation of two (2) User No-Shows within the same calendar month may result in the suspension of access to 1:1 Sessions for the remainder of that month.
- There are two scheduled breaks during the year:
 - One during Holy Week (Semana Santa), as designated each year.
 - Another spanning the last two weeks of December and the first week of January.

These breaks are included in the Service period and are not subject to rescheduling or compensation.

Disclaimer of Warranty

Use of the Services is entirely at your own risk. Slang disclaims all liability related to any interactions, correspondence, transactions, or other dealings you may have with third parties—including, without limitation, User or Teachers—whether found on the Slang Platform or through linked websites or advertisements. These interactions are solely between you and the third party.

Under no circumstances will Slang be liable for any loss or damage resulting from your reliance on information provided in any content on the Slang Platform. It is your sole responsibility to evaluate the accuracy, completeness, or usefulness of any information, opinion, advice, or other content available through the Platform.

Slang provides the Services "as is" and makes no warranties of any kind, express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Without limiting the foregoing, Slang does not warrant that: (i) the information on the Slang Platform is free from errors; (ii) the functions or Services will be uninterrupted, secure, or error-free; (iii) any defects will be corrected; or (iv) the Platform or the server(s) that make it available are free from viruses or other harmful components. Slang is not responsible for the conduct of Users, whether online or offline.

Dispute Resolution

In the event of any disagreement or dispute arising from the provision of the Services, Slang and the Client agree to attempt resolution through direct negotiation or conciliation within thirty (30) calendar days from the date the claim is submitted. After the expiration of this period without reaching an agreement, the Parties shall be free to contact the courts of Massachusetts.