

WORDPLAY GPA POLICY

This policy outlines the terms and conditions for participants enrolled in Wordplay's GPA program. By signing this policy, participants agree to the following terms:

1. Pricing Structure

Phases 1-3

These prices are for 1 on 1 study or for up to 2 people to split the cost if the 2 people study together at the same time with one language helper. At the beginning of each month, you will be charged the minimum 36hrs at the rate of 225,000vnd per hour for that new month plus any additional hours studied above the 36hrs minimum from the previous month. At the end of each month when a timesheet is turned in, you have the opportunity to have the cost reduced by reaching a higher number of hours studied as shown below in different tiers. If you reach a tier with a cheaper rate, the difference will be subtracted from what you owe at the end of each month when your hours above the minimum are calculated for payment.

Pricing Tiers for Phases 1-3:

- 72 hours or more: 200,000 VND/hour
- 54 hours or more: 210,000 VND/hour
- 36 hours or more: 225,000 VND/hour

The reason we require a 36 hour minimum a month for Phases 1-3 in our program is because the program will not be effective with less hours and is outside of GPA's recommendations.

Phases 4 & 5

These prices are for 1 on 1 study or for up to 2 people to split the cost if the 2 people study together at the same time with one language helper. At the beginning of each month, you will be charged the minimum 30hrs at the rate of 225,000vnd per hour for that new month plus any additional hours studied above the 30hrs minimum from the previous month. At the end of each month when a timesheet is turned in, you have the opportunity to have the cost reduced by reaching a higher number of hours studied as shown below in different tiers. If you reach a tier with a cheaper rate, the difference will be subtracted from what you owe at the end of each month when your hours above the minimum are calculated for payment.

Pricing Tiers for Phases 4-5:

- 66 hours or more: 200,000 VND/hour
- 48 hours or more: 210,000 VND/hour
- 30 hours or more: 225,000 VND/hour

The reason we require a 30 hour minimum a month for Phases 4-5 in our program is because the program will not be effective with less hours and is outside of GPA's recommendations.

Couples Studying Separately

Required hours will be based upon the number of language helpers used. If the couple decides to use the same language helper, then the pricing structure and hour requirement will be based on the combined hours. If the couple studies with different language helpers, then each participant will be required to meet the minimum hours individually and charged according to the pricing structure above. This helps ensure that each language helper has a minimum monthly salary.

Group Pricing

Group (3 or more people) pricing will be determined on a group by group basis, based upon number of students, number of hours, and where they are at in the program. Contact us for more information.

Starting the Program in the Middle of Month

Participants will pay the calculated portion of their planned hours should they decide to start the program in the middle of the month. This will be adjusted according to their plan and the amount of time left in the month. The following month will be calculated as normal.

2. Payment Terms

Participants are required to pay the minimum 36 hours in phases 1-3 or 30 hours in phases 4 & 5 before the start of the program, and then at the beginning of each subsequent month.

Any additional hours beyond the initial minimum hours deposit will be billed at the end of each month. Payments for these additional hours, as well as the next month's required minimum hours deposit, must be made by the 10th of the new month.

A 500,000 VND deposit will be collected before starting Phase 1, which covers items that will remain with the participants throughout the phase. The deposit will be refunded if all items are returned in good condition at the end of Phase 1.

3. Study Locations

The preferred study location is the participant's home. This is encouraged based on the GPA (Growing Participant Approach) philosophy, which emphasizes immersion in the participant's everyday environment for more natural and meaningful language learning. Studying at home allows participants to incorporate language into real-life contexts, enhancing their acquisition of the language.

Wordplay's facility will also be available for study between 9 AM and 5 PM, should participants prefer or need an alternative location.

4. Class Cancellation Policy

Participants are required to adhere to the following cancellation policy:

For those signed up only for the required minimum hours:

Please be aware that the minimum required hours payment is not refundable. Therefore, if the participant's cancellations bring their total monthly hours studied under the minimum requirement for their phase, they will not receive back any payment for those not used hours.

If the participant's total number of studied hours drops below the minimum for qualified reasons per this cancellation policy, then the hours already paid for but not yet used can be credited to the next month. Qualified reasons may include situations such as natural disasters preventing study, Wordplay closing for holidays, the language helper (not the student) being the one canceling, or prior approved pre-planned events where notification was given in advance to the GPA director and approved based on agreement from all parties.

Therefore, if you are signing up for only the minimum required hours, you need to work with your language helper to make up any canceled sessions within 2 weeks of the canceled session. If your session is not made up within 2 weeks of the canceled session, you will forfeit the opportunity to make it up.

If you are making up a canceled session from the end of the previous month, but making it up in the next month because it is still within 2 weeks of the canceled session, then you will not need to write that session on the new month's timesheet because it will have already been included in the previous bill as you will pay for it rather you use it or not; unless for an approved reason it was not added in the previous month's hours then you can add it onto the new month's hours. Again, please remember, if your session is not made up within 2 weeks of the canceled session, you will forfeit the opportunity to make it up and will not be given a refund.

Participants signed up only for the minimum required hours; please remember you will be charged for the full amount of the minimum required hours without refund unless for a qualified reason. Note the C2 cancellation below can be one of the qualified reasons to be under your minimum required hours, but the other categories only apply to those signed up for more than the minimum required hours.

For those signed up for more than the required minimum hours:

Please know, you are responsible for and expected to complete the schedule and full number of hours you sign up for on the sign-up sheet below because that is what we present to the language helper as the job offer. You will always be charged the required minimum number of hours as detailed in the pricing structure and payment terms above, and the charge for the minimum number of hours is not refundable. However, for the extra hours you sign up for above the required minimum, we offer the following cancellation helps:

- **Category 1 (C1):** The Participant cancels, however they give a notice of 1 week or more. In this case, there is no penalty, *provided the participant still completes the required minimum hours* for their phase. Any cancellation by the participant, even with a notice of 1 week or more, that puts them under the minimum hour's requirement must be made-up or be forfeited unless requested and approved otherwise. Therefore, there is no penalty for this category unless it puts you under the required minimum number of hours because each month you must pay for at least the minimum number of hours unless otherwise approved.
- **Category 2 (C2):** Anytime the language helper cancels. In this case, the language helper should work with the participant to schedule make-up time. If the time is not made-up, the participant will not be penalized, and they do not need to pay for that canceled session. If any of the not made-up hours that were canceled by the language helper puts the participant under the minimum required hours, then the language helper will forfeit their salary for those sessions. The money already paid by the participants for these not-yet used hours due to the language helper's cancellation will be credited to the next month's minimum hours deposit. If the required minimum hours are still met and the session was never made up, then there is no need to worry about it because there will be no charge for it.
- **Category 3 (C3):** The Participant cancels, however they give less than 1 week notification, but more than 24hrs notice, the participant will only be charged 50% of the missed class time. However, you can work with your language helper to make up this time. If you make up the missed hours either prior to taking time off or within 2 weeks after the last day taken off, just write it in your timesheet and it will simply then be charged as normal. If the class time is not made up within 2 weeks, the participants will forfeit that time but will only be charged for 50% of the time. In that case, please write half the scheduled time on your timesheet for those canceled days, which will be the same as charged for only 50% of the time. For example, if you were scheduled for a 3hr sessions, have a C3 cancellation and never make it up, on the day(s) canceled just write in 1.5hrs for the amount of time studied.
- **Category 4 (C4):** The Participant cancels, however they give less than 24hrs notification, then the participant will be charged the full 100% cost of that class period. However, you can work with your language helper to make up the session, but even if you don't make it up, you still need to put it on the time sheet as if studied and pay for that full session.

Late Starting or Early Ending Applied to Everyone:

Everyone should be ready to begin on-time & complete the full scheduled time for each session.

If a session starts late or ends early due to the participant, they will forfeit that time, no make-up allowed, and it should be calculated as a full session on the time sheet, like C4 above, unless it has already been discussed and agreed upon 1 week or more in advance.

If a session starts late or ends early due to the language helper, the language helper needs to work with the participants to make-up that time. If that time is not made up, the participants can deduct it on the time sheet, and the language helper will not be paid for that time, like C2.

Final Note: Language helpers and participants need to communicate with each other in regard to cancelations and making up time, then accurately reflect that on the time sheet. Make-up hours must be agreed upon by both the participant and the language helper. If there are any questions or disputes in regard to cancelations, please contact Derek the GPA Program Director at derek.wordplaygpa@gmail.com

5. Time Sheet Instructions

At the end of each session, the language helper and the participant should together fill out the Time Sheet for Wordplay GPA Sessions to make sure they agree.

The time sheet should reflect the schedule that is signed up for and give an account for all signed up for scheduled sessions. The timesheet should clearly reflect if each intended session was completed or canceled. If canceled, the time sheet should indicate which category of cancellation and how many hours (if any) should be charged for that session. If no hours should be charged for that session, please write a 0.

For make-up sessions, you can simply adjust the entry for the number of hours studied on the day that was canceled or write it in on the made up day, just make sure the number of hours on the timesheet reflect accurately according to the cancelation policy, and do not write in double hours by having the same hours written in two different locations.

At the end of a month, it is the language helper's responsibility to sign the bottom, take a picture of the time sheet, and submit it to Wordplay's accounting department. Wordplay will then bill the student for any additional hours beyond the already paid for minimum hours and the payment for the next month's minimum required hours. Wordplay will also prepare and pay the language helper's salary according to their contract and the time sheet.

6. Holiday Adjustments

For months with significant holidays (such as Christmas and Lunar New Year), the minimum required hours can be adjusted based on the number of Wordplay approved days off for the holiday at hand. For each Wordplay approved day off, the minimum number of required hours can be reduced by 1.5hrs. For example, if your minimum number of required hours is 36hrs, and Wordplay approves 4 days off for a holiday, that would be 6hrs reduction ($4 \times 1.5 = 6$) meaning for that month your minimum number of required hours becomes only 30hrs. Participants and language helpers should be notified of the adjustments.

7. Termination of Participation

If a participant wishes to terminate their participation, we ask that you provide written notice at least 2 weeks before the start of the next month via email to derek.wordplaygpa@gmail.com so that any needed new arrangements can be made for our language helpers. If you decide to terminate your program after you have already started and paid for that month, then no refund will be given for the minimum hours deposit already paid for that month.

8. Study Schedule Sign Up

Please fill out these details regarding their intended study schedule:

- What days of the week do you plan to study (circle all that apply):
Monday / Tuesday / Wednesday / Thursday / Friday
- How many hours per session do you plan to study: _____
- What time do you wish to study: Start Time: _____ End Time: _____
(Note: This will be the same for all study days, unless otherwise agreed upon)
- What is your intended start date? _____
- If known, what is your intended end date? _____

Please Note: *By signing this policy, participants acknowledge that they have read, understood, and agreed to the terms outlined above in the Wordplay GPA Policy agreement.*

Participant(s) Name(s): _____

Contact Email(s): _____

Address: _____

Signature(s) & Dates: _____