



WORDPLAY GPA · GROWING PARTICIPATOR APPROACH

Wordplay GPA Policy

Terms & conditions for program participants · Effective October 2025

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		Phases 4-5	
72+ hours	200,000 VND/hour	66+ hours	200,000 VND/hour
54+ hours	210,000 VND/hour	48+ hours	210,000 VND/hour
36+ hours	225,000 VND/hour	30+ hours	225,000 VND/hour

Phases 1-3

These prices are for one-on-one study or for up to two people to split the cost if both people study together at the same time with one language helper. At the beginning of each month, you will be charged the minimum **36 hours at 225,000 VND per hour** for that new month, plus any additional hours studied above the 36-hour 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 in the pricing tiers above. If you reach a tier with a cheaper rate, the difference will be subtracted from what you owe at the end of the month when your hours above the minimum are calculated for payment.

Required minimum: 36 hours per month for Phases 1-3. Wordplay requires this minimum because the program will not be effective with fewer hours and studying fewer hours is outside GPA's recommendations.

Phases 4 & 5

These prices are for one-on-one study or for up to two people to split the cost if both people study together at the same time with one language helper. At the beginning of each month, you will be charged the minimum **30 hours at 225,000 VND per hour** for that new month, plus any additional hours studied above the 30-hour 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 in the pricing tiers above. If you reach a tier with a cheaper rate, the difference will be subtracted from what you owe at the end of the month when your hours above the minimum are calculated for payment.

Required minimum: 30 hours per month for Phases 4-5. Wordplay requires this minimum because the program will not be effective with fewer hours and studying fewer hours is outside GPA's recommendations.

Couples Studying Separately

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

Group Pricing

Group pricing for three or more people will be determined on a group-by-group basis, based on the number of students, number of hours, and where the participants are in the program. Contact Wordplay for more information.

Starting the Program in the Middle of a Month

Participants who start the program in the middle of a month will pay the calculated portion of their planned hours. This will be adjusted according to their plan and the amount of time remaining 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. Payment 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**.

Phase 1 materials deposit: A 500,000 VND deposit will be collected before starting Phase 1. This covers items that remain with 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 follow the cancellation policy below.

Participants Signed Up Only for the Required Minimum Hours

The minimum required-hours payment is **not refundable**. Therefore, if a participant's cancellations bring their total monthly hours studied below the minimum requirement for their phase, they will not receive a refund for those unused hours.

If a participant's total studied hours drop below the minimum for qualified reasons under this policy, hours already paid for but not yet used can be credited to the next month. Qualified reasons may include natural disasters preventing study, Wordplay closing for holidays, the language helper (not the participant) canceling, or pre-planned events that were communicated in advance to the GPA Director and approved by agreement of all parties.

If you are signed up for only the minimum required hours, you need to work with your language helper to make up canceled sessions **within two weeks of the canceled session**. If the session is not made up within two weeks, you forfeit the opportunity to make it up.

If a canceled session from the end of the previous month is made up in the next month because it is still within the two-week make-up window, you do not need to write that session on the new month's timesheet if it was already included in the previous bill. You pay for those minimum hours whether you use them or not. If, for an approved reason, the session was not added to the previous month's hours, it can be added to the new month's hours.

Reminder: Participants signed up only for the minimum required hours will be charged the full minimum without refund unless there is a qualified reason. A C2 cancellation below can be a qualified reason for falling under the minimum. The other cancellation categories apply to participants who are signed up for more than the minimum required hours.

Participants Signed Up for More Than the Required Minimum Hours

You are responsible for and expected to complete the schedule and full number of hours you sign up for because that schedule is what Wordplay presents to the language helper as the job offer. You will always be charged the required minimum number of hours described in the pricing and payment sections above, and the charge for the minimum hours is not refundable. For hours above the required minimum, the following cancellation categories apply:

Category 1 (C1) - Participant cancels with 1 week or more notice

There is no penalty, provided the participant still completes the required minimum hours for their phase. Any participant cancellation, even with one week or more notice, that puts the participant below the minimum-hours requirement must be made up or forfeited unless otherwise requested and approved. Each month, the participant must pay for at least the minimum number of hours unless otherwise approved.

Category 2 (C2) - Language helper cancels

The language helper should work with the participant to schedule make-up time. If the time is not made up, the participant is not penalized and does not need to pay for that canceled session. If unmade-up hours canceled by the language helper put the participant below the minimum required hours, the language helper forfeits salary for those sessions. Money already paid by the participant for those unused hours will be credited to the next month's minimum-hours deposit. If the required minimum hours are still met and the session is never made up, there is no charge for the canceled session.

Category 3 (C3) - Participant cancels with less than 1 week but more than 24 hours notice

The participant is charged **50% of the missed class time**. The participant may work with the language helper to make up the missed time. If the hours are made up before the time off or within two weeks after the last day taken off, record the make-up on the timesheet and the session will be charged as normal. If the class time is not made up within two weeks, the participant forfeits the time but is charged only 50%. In that case, write half of the scheduled time on the timesheet for the canceled day(s). For example, a three-hour session that is not made up should be recorded as 1.5 hours.

Category 4 (C4) - Participant cancels with less than 24 hours notice

The participant is charged the full **100% cost** of that class period. The participant may work with the language helper to make up the session, but even if it is not made up, the full scheduled session must still be recorded on the timesheet and paid in full.

Late Starting or Early Ending - Applies to Everyone

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

If a session starts late or ends early due to the participant, the participant forfeits that time, no make-up is allowed, and the session should be calculated as a full session on the timesheet, like C4 above, unless the change was discussed and agreed upon one week or more in advance.

If a session starts late or ends early due to the language helper, the language helper must work with the participant to make up that time. If the time is not made up, the participant can deduct it on the timesheet 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 about cancellations and make-up time, then accurately reflect that on the timesheet. Make-up hours must be agreed upon by both the participant and the language helper. Questions or disputes about cancellations should be directed to Derek, GPA Program Director, at derek.wordplaygpa@gmail.com.

5 Time Sheet Instructions

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

The timesheet should reflect the signed-up schedule and account for all scheduled sessions. It should clearly show whether each intended session was completed or canceled. If canceled, the timesheet should indicate the cancellation category and how many hours, if any, should be charged for that session. If no hours should be charged, write **0**.

For make-up sessions, you can adjust the entry for the number of hours studied on the day that was canceled or record it on the make-up day. The timesheet must accurately reflect the cancellation policy, and the same hours must not be recorded twice.

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

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 that holiday. For each Wordplay-approved day off, the minimum required hours can be reduced by **1.5 hours**.

Example: If the normal minimum is 36 hours and Wordplay approves four days off for a holiday, the minimum is reduced by six hours ($4 \times 1.5 = 6$), making that month's minimum 30 hours. Participants and language helpers should be notified of any adjustments.

7 Termination of Participation

If a participant wishes to terminate their participation, Wordplay asks that written notice be provided **at least two weeks before the start of the next month** by email to derek.wordplaygpa@gmail.com so that any needed new arrangements can be made for the language helpers.

If you terminate your program after you have already started and paid for that month, **no refund will be given for the minimum-hours deposit already paid for that month**.