



# KLAZZ

Make language travel yours: your teacher, your classmates, your trip!

*Choose your teacher and classmates from home, pack your things, and travel to the destination of your choice - let us take care of the rest!*

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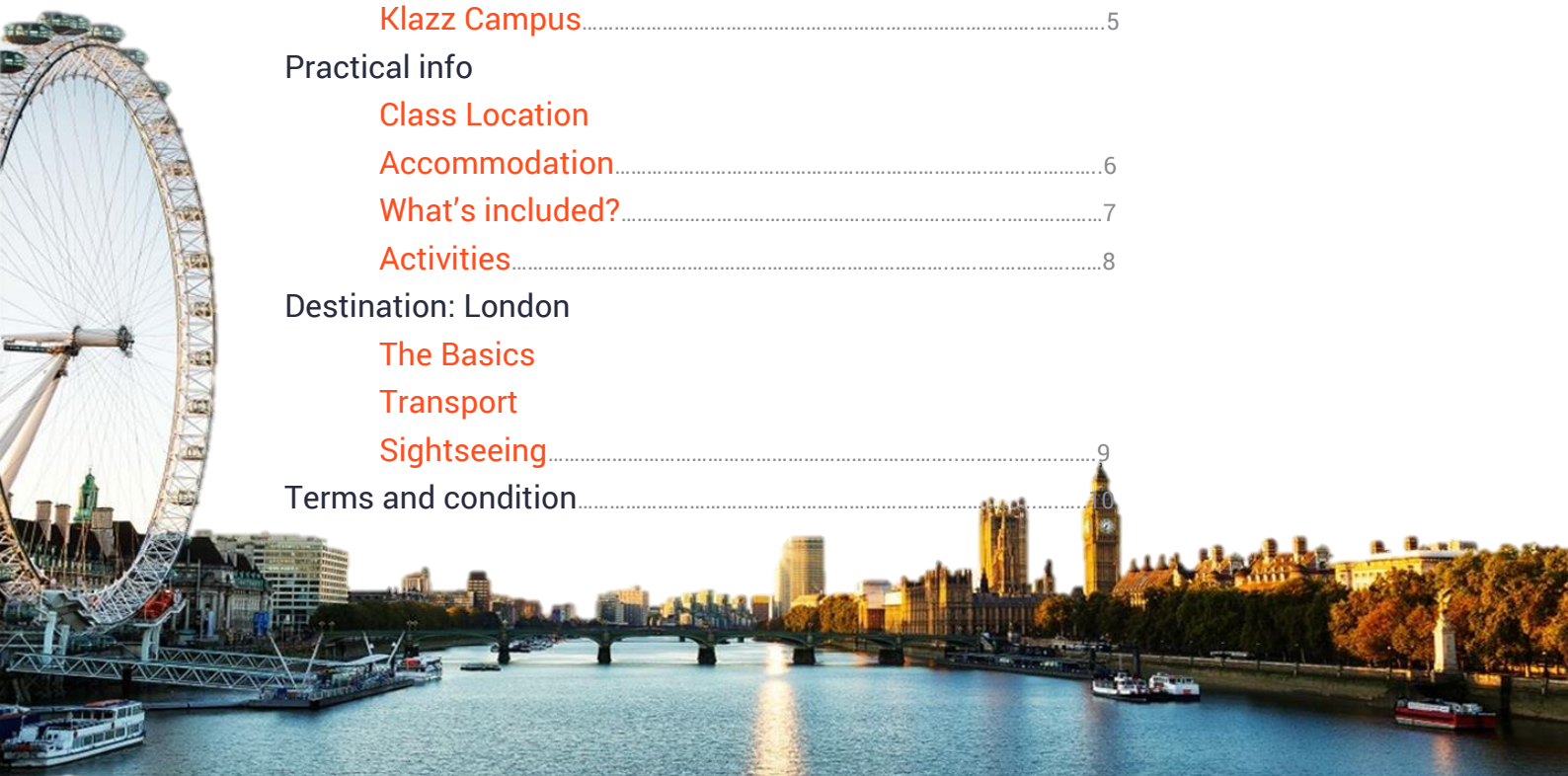
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## Our Concept

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Ready to experience our innovative language travel?

We are the first and only company that let students choose their language teachers and future classmates before the trip, from the comfort of your home!

### Why Klazz?



#### Safe and transparent

Only with Klazz can you see the profiles of your teachers and future classmates before the course. Hassle-free: We help you to find a host family & travel insurance is included.



#### Simple and innovative

Choose the start date and duration, select your class, book and go. Our online portal Klazz Campus will assist you during your stay.



#### Efficient and personalized

We offer small-sized classes and personalized courses in order to enhance your learning experience.



#### Affordable and convenient

Study English in the heart of London without breaking the bank. It has never been so easy to dive into British culture!

### We are unique

English is the most important language in the world. The best way to boost your career is maintaining an international network and have experience of foreign cultures. Therefore Klazz is making language travel affordable for everyone. How?

#### No agency booking fees

Traditional schools sell courses through agencies. Agency margins reach up to 40%! Additionally, agencies try to sell you expensive courses, since that's how they earn more. Klazz has no middlemen and therefore no added costs!

#### Lessons in modern and central co-working spaces

Language schools traditionally pay high maintenance and rental costs, even when their facilities are empty. All of this adds to your course price. At Klazz we rent rooms in coworking spaces. We pay for facilities only when we need them.

#### On-demand freelance teachers

Our teachers are professional independent freelancers. This helps us to optimize costs, provide better quality control and assure the best teacher for each class. This also means our teachers have more flexibility and higher responsibility, which allows us to pay them above the industry average.

#### Assisted by technology

We significantly decrease our operational costs by having no physical sales offices, no "old school" paper forms and almost no manual processing. That's also better for the environment! Digitalization and optimized processes are at the core of our company, which makes the experience also easier and more convenient for our customers.

## How it works?

Just few easy steps to see the available classes, meet your teacher and your future classmates before leaving. Here is how it works:

1



### Choose your start date and duration

We are FLEXIBLE! With Klazz you can study for however long you want! Did you know that to learn a new language it takes on average 480 hours (2,5-3 weeks)? What are you waiting for?

2

### See your classmates and teacher before booking

Isn't it great? We give you the chance to see our teachers' profiles and your future classmates. You can find out more about our teachers' experience, their advice about London and their next classes on the teacher page. Yes, now you can see who already signed up! Browse your future classmates' profiles: name, age, nationality and interests!



3



### Select the course that matches your needs

It's time to select your preferred intensity and level. We have the right solution for each need: only morning classes or morning and afternoon, from beginner to advanced! You can find out more about our offer over the next few pages.

4

### Book the course and travel

Last step: decide if you want to stay with a host family or book an accommodation independently. Confirm your selection and be ready to experience a great language travel.



## Our Courses

### General English Course

With a results-based focus, our courses are designed to optimise students' progression, and adapted to their needs. Held in small groups, the classes allow teachers to recognise the students' level and adapt their teaching to optimise learning progression. It is possible to book as many weeks as necessary. A certificate of English course attendance is awarded after completion of the course.

#### Levels - From beginner to advanced.

To ensure you will have the best experience, we will verify your level with a placement test and suggest the most suitable option.

<b>Intensity:</b>	• General English:	20 units (45 minutes each) Monday to Friday, 9.00- 12.20
	• General English Intensive:	30 units (45 minutes each) Monday to Friday, 9.00 - 15.00

Please, note that Klazz courses are designed for adults (+18). The average age of our students is between 25 and 35.

### Timetable

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:00-12:30	General English 4 lessons				
LUNCH BREAK	<i>Time to eat! Plenty of restaurants available nearby!</i>				
13:30-16:30	General English Intensive + 2 lessons				
EXTRA ACTIVITIES	<i>Available activities on Klazz Campus</i>				

### What you will learn

#### BEGINNER

In this Course, the English teacher covers topics including an introduction to English grammar and everyday vocabulary.

- ✓ Use simple everyday polite forms of greeting and address
- ✓ Greet people, ask how they are and react to news
- ✓ Handle very short social exchanges; ask and answer questions about what they do at work and I free time
- ✓ Make and respond to invitations
- ✓ Discuss what to do, where to go and make arrangements to meet\*

#### INTERMEDIATE

In this Course, the English teacher covers numerous grammatical topics as well as help the students to develop their vocabulary, so that they are able to interact in a wider range of situations.

- ✓ Ability to maintain interaction and get across what you want to, in a range of contexts
- ✓ Ability to cope flexibly with problems in everyday life
- ✓ Provide concrete information required in an interview/consultation
- ✓ Summarise and give his or her opinion about a short story, article, talk, discussion interview, or documentary
- ✓ Enter unprepared into conversations on familiar topics\*

#### ADVANCED

In this Course, the English teacher covers complex grammatical topics and help the students to develop a complete vocabulary to allow flexible use of the language.

- ✓ Good access to a broad range of language, which allows fluent, spontaneous communication
- ✓ Express yourself fluently and spontaneously, almost effortlessly
- ✓ Good command of a broad lexical repertoire
- ✓ Produce clear, smoothly-flowing, well - structured speech
- ✓ Good command of idiomatic expressions and colloquialisms\*

\* British Council – EAQUALS Core Inventory for General English

## Teachers



### Experienced

They know how to personalize the lessons based on your learning goals and ambitions.



### Qualified

All of our teachers are certified to teach English as a foreign language. Enjoy their innovative teaching methods and progress.



### Passionate

360° experience: Our teachers are so passionate about their profession that you will not only learn English, but also feel the British vibe.



Here at Klazz we are proud to run our language travel courses a little differently.

Our teachers are responsible for our students' whole experience, both in and out of the classroom. As a result, our students get a truly authentic and bespoke experience. Everyone is different and uses different study methods. What makes our teachers special is that they care about their students and try to build tailor-made programs which suit all of the students. You'll have a short chat with the teacher before your arrival, and she'll listen to your needs, what you like and what your learning goals are.

### About our teachers:



- ✓ Personally interviewed by Klazz
- ✓ Background checked
- ✓ Certified to teach English

### What makes a good teacher?

When it comes to finding a good teacher there are three criteria we always consider:

#### • Certification

Having relevant certifications confirms to you that not only is your teacher genuinely professional but also knows the best teaching methods to personalise the learning plan for you.

#### • Feedback from Students

There's nothing that can compare to first-hand experience. By reading feedback from your teacher's previous or current students you will gain a sense of their personality and teaching style.

#### • Work Experience

It isn't just about the length of time they have been teaching, but also who they have been teaching and with what goals. A good teacher for you will have work experience teaching people just like you!

*Classes with Klazz were really good: the teacher was patient with the students, and she had good teaching methods. Now I feel more comfortable in English, so the experience was definitely worth it!*  
Emily, Brazil

*The teacher was very good. With her exercises I could see how they helped me to learn, especially for the grammar because in the past I have found this difficult but now I am stronger in this aspect.*

Sara, Italy

*I spent 6 weeks attending the intensive course. Our teacher Karolina was very prepared, she took time to focus on each student and was available to answer any question or doubt. I feel more confident speaking English and I will surely take another course with Klazz if I have the chance!*

Baltasar, Portugal

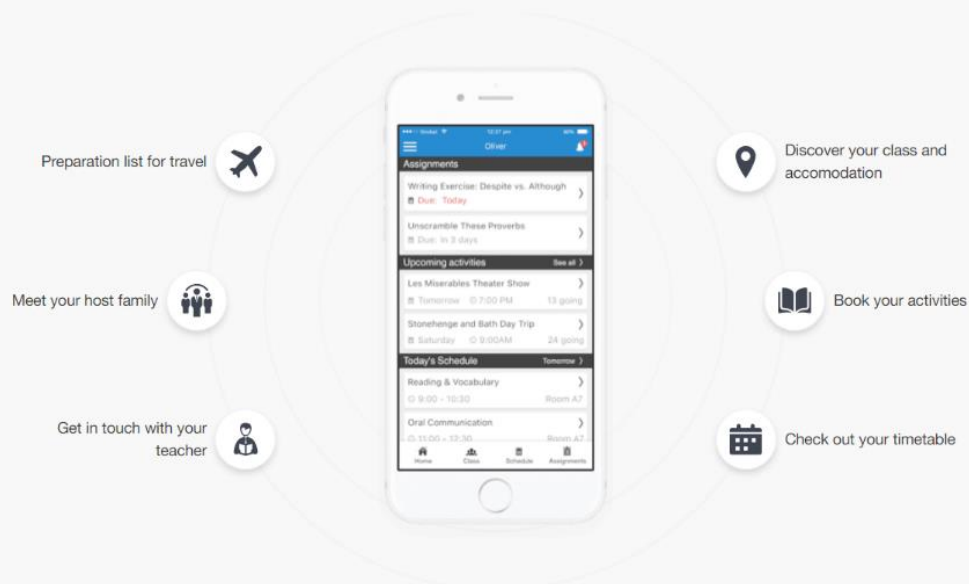
*I really enjoyed my time with Alison and the other classmates. I feel more confident now holding a short conversation with anyone.*

Pascal, France

## Klazz Campus

Everything you need for your language travel, at your fingertips, all the time!

Our Klazz Campus is your useful helper during the entire language trip. Thanks to our unique tool you can get in contact with your teacher, host family and classmates before, during and after your stay! Access your account and fill in your preferences, check your host family details and updates, view your homework assignments and conveniently book leisure activities from wherever you are.



## Practical Information

### Class location

Lessons in modern and central Co-Working Spaces

We believe that a classroom should be an inspiring place. Here at Klazz, we have carefully selected a range of co-working spaces for you to learn in. We believe that classrooms should be light, bright, productive and open. By choosing these styles venues over traditional classrooms your learning environment will be modern and motivational.



*Innovation Warehouse - 1 E Poultry Avenue, London, EC1A 9PT*

## Accommodation

Staying with a host family is the most popular and most cost-effective accommodation option for language learners coming to London. There is no better way to have a genuine experience of the British culture while practicing your English at the same time!

### HFS London & Klazz

We have teamed up with HFS London who will provide you with your homestay experience. HFS London are one of the very few accommodation providers meeting the standards for registration with the British Council!

HFS London have over 2000 homestay families registered with them and have placed over 10,000 guests in happy homestays! Established in 2007, HFS London is the largest British Council registered homestay provider in London

By staying with your host family you get access to the following:

7 nights' accommodation	FROM SATURDAY TO SATURDAY, OR SUNDAY TO SUNDAY
• Internet	• Shared bathrooms
• Towels & sheets	• Common rooms
• Washing Machine	• Limited access to the kitchen

Our homestays are well-connected to our classrooms and can be reached by underground, train and bus.

## Zones

London is one of the largest cities in Europe and is divided into six public transport zones. Depending on your preferences and budget you can choose which zone you want to stay in:

### ZONE 1

Central London, the closest to the city centre and all the main attractions. A great choice for students who want to be at the heart of the bustle and don't mind paying a bit more for their accommodation.

What to see:

The Big Ben, Westminster Abbey, Tower Bridge, Buckingham Palace and much more. It's where the main action takes place!

### ZONE 2

The ring around the City where you can be in the centre in a fairly short time. The perfect option for those who still want to feel very much part of the buzz of London while saving up a bit on their accommodation.

What to see:

Abbey Road and Camden Town if you want to stay on the hip side, Notting Hill and Portobello Market for a romantic atmosphere.

### ZONE 3

Farther away from the centre, this zone offers the best of both worlds: it is a little cheaper than Zone 2 but still reasonably near to the city centre. The ideal solution for those looking for more spacious and affordable host family homes.

What to see:

Here you can experience the scents of the Kew Gardens or take a look at the stars at Greenwich.

### ZONE 4

A more outlying district that provides you with the best of city and country life for a genuine London experience. With fast trains to all London mainline stations, it is the best option for students looking for great value for money and quiet surroundings.

What to see:

In this area you have the possibility to visit the Royal Air Force Museum or the Wembley Stadium, one of the most famous sport arenas in the whole world.

### How does it work?



Fill in the matching form on your Klazz Campus to help us find you the perfect host family.



We will send you the full description of your host family, if it's alright for you then it's a match!



Now you can get in touch with your host family! Be sure to tell them your arrival details! It's all so exciting!

### Other Accommodation Options

If staying with a host family is not suitable for you, here are some alternative options. Note that you will have to organize these on your own, but we're happy to assist you if you have any questions.

#### AIRBNB

Airbnb is a popular choice for many students who wish to have their own space in London. With Airbnb you can book a whole apartment for yourself or stay in a more quirky style of house.

#### HOTELS

If you want to be in the very heart of the action and want to eat out in London then consider booking a hotel for the duration of your course. Offering complimentary breakfasts and Wi-Fi you are spoiled for choice in London's hotels!

#### HOSTELS

London's hostels are a great way to meet new people from all over the world. Unlike hotels, hostels have facilities like kitchens and washing machines so you can be more self-sufficient.

### Meal Plans

Vegetarian, Vegan, Halal and Kosher options are available upon request. Let our Support Team know your preferred food option.



#### Bed and Breakfast

- Daily continental breakfast



#### Half Board

- Daily continental breakfast
- Evening meal with the family



#### Self-catering

- No meal provided
- Access to the kitchen with storage area (only available with some host families)

#### ✔ What's included?

- Free Travel insurance
- Attendance certificate
- Language test
- 24/7 dedicated Customer helpline
- Free Course materials
- Events and activities
- Klazz Campus account
- Free sim card for calls and data without roaming costs

#### ✘ What's not included?

- Flights
- Transport
- Accommodation



## Activities

To help you learn English beyond classroom walls we organise after class activities for our students as well offer external events organised by our partners.

- Through Klazz Campus Mobile, you will be able to access free guides for every taste, such as:
  - How to experience London like a local
  - The Foodies' Guide to London
  - The Nature lovers' Guide to London
  - The best 20 free museums in London
  - And many more!
  
- Weekend trips: Enjoy a whole day getaway together with your classmates and other cool people.
  - Downton Abbey Film Locations & Blenheim Palace
  - Windsor Castle, Stonehenge, and Bath
  - Oxford, Stratford, and Cotswolds
  - And many more!
  
- Guaranteed lowest price. Through our partners, we provide you with the lowest prices for any extra activities such as:
  - Coca Cola London Eye 4D Experience
  - Warner Bros. Studio Tour
  - Pub Crawl
  - London Pass with Free Entry to 60 Attractions
  - And many more!

## Destination - London

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London is the perfect city to learn English abroad. It is a melting pot of cultures and people and has a lot to offer in terms of history, activities and adventure. Contrary to popular belief the weather in London is great! On sunny days get out sightseeing, there is so much to explore! There are a great many free tours that you can join, all this kind of information and more can be found on the Klazz Campus App.

## The Basics

EMERGENCY NUMBERS	DIALLING CODE	POPULATION	LANGUAGES
Call 112 or 999	+44	8.7 million	English
TIME ZONE	CURRENCY	PLUGS & ADAPTERS	VISA
UTC (+00:00)	Pound Sterling - £	Outlet Type G	Visit <a href="http://gov.uk">gov.uk</a>

## Outstanding Public Transport

London's network of public transport is one of the most expansive in the world. Safe, cheap and easy to use. You'll love traveling in London!

<p><b>UNDERGROUND</b></p> <p>The London Underground, also known as the Tube, operates over 11 lines and over 260 stations.</p>	<p><b>BUS</b></p> <p>Easy to use and operating in a huge area, London's iconic buses cover over 13,000 stops. You will always be able to get to where you need to go.</p>	<p><b>RIVER BOATS</b></p> <p>For the same cost as the bus or the Tube you can catch boats along the River Thames to get you from A to B. Certainly a more scenic route!</p>
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## Sightseeing

Like any European city, with its rich history and numerous monuments, London has many things to offer to all visitors who come. Whether you're an art lover, an architecture enthusiast, a shopping addict or a night crawler, you'll find your favourite places!

Need inspiration? Here is our Top 10!

LONDON EYE	BIG BEN	WESTMINSTER CATHEDRAL	BUCKINGHAM PALACE	TOWER BRIDGE
Built in 2000 the London Eye is the perfect way to see the city from above!	The name of the bell inside the clock tower of the Houses of Parliament. A must see in London!	The prestigious gothic church that holds centuries of history and saw Royal coronations.	The official residence of Her Majesty the Queen. Make sure you watch the Changing of the Guard ceremony.	London's most iconic and photogenic bridge, close to the Tower of London too.
TOWER OF LONDON	SAINT PAUL CATHEDRAL	PICCADILLY CIRCUS	TRAFALGAR SQUARE	PORTOBELLO MARKET
Historic fortress located on the north bank of the River Thames. The visit is mandatory!	Massive Anglican cathedral built in the 17th century in Baroque style.	Smile! You're in one of the most famous road junctions in the world!	The most famous public square in London that welcomes all tourists and street performers alike!	Said to be the world's largest antiques market of antiques and collectibles, you definitely want to check it out!

## Fun Facts

*'The Knowledge' is the test that people have to take in order to become black cab drivers. Future drivers need to memorise every street of the capital!*

*Passionate about the Beatles? Go onto the roof of Apple Corps at 3 Saville Row, where they played their last gig! Today it's an Abercrombie & Fitch store.*

*Jack the Ripper has never been caught, his identity is still a mystery!*

*Not sure what to do during your stay? London has more than 170 Museums. Doesn't matter what your preference is, you'll find something for you!*

*3 is the number of babies who were born on the tube!*

## Terms and conditions

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### Contract

On confirming your language course reservation with Language Travel Reinvented AG, you are accepting our general terms and conditions. Confirmation can be made in writing, over email or on the phone. Once you have made your booking, we will confirm your course within two working days over email or in a phone call. Courses are subject to the teacher's availability and we will inform you as soon as possible if your chosen course is not available, in which case we will offer you an alternative. You must be at least 18 years old to confirm a reservation with Language Travel Reinvented AG.

Host family bookings will be forwarded to and provided by our partner HFS London, which is contract partner if you book a host family via Klazz. On confirming your host family booking you're accepting their general terms and conditions.

Flights: Language Travel Reinvented AG can't book flights on your behalf.

### Payment

Once you have made a booking you can either pay by credit card immediately or bank transfer within 10 days after your booking, but no later than 10 days before your course starts. Your booking is confirmed once the total amount is paid and until this point, Language Travel Reinvented AG has the right to cancel your reservation. Once payment is made, we will ensure you receive all the documents required for your trip at least two weeks before the start of your course.

### Legal responsibility

Language Travel Reinvented AG only assumes legal responsibility for damages directly related to our services and any liability is limited to the total amount paid to us. The period of liability is limited to the duration of the language course and the language course destination. Language Travel Reinvented AG does not assume responsibility for inbound or outbound travel. We do not accept responsibility for program changes due to delays or strikes. Language Travel Reinvented AG is not responsible for travel changes caused by circumstances beyond the company's control, such as those made by local authorities or third parties.

### Complaints

If you are not satisfied with your language course, you should immediately file a complaint via the Klazz Campus App. You should send us the details in writing (email or letter). If the situation is then still not resolved, you are requested to inform us of your complaint again no more than 30 days after finishing your course. Any complaints made more than 30 days after your course will not be considered.

### Cancellations made by the customer

Cancellations must be made in writing as soon as possible. If you would like to cancel your booking once it has been confirmed, you are required to pay a cancellation charge of 400 EUR / 500 CHF. If you make a last minute cancellation, the following charges apply:

29 days or more before the start of the course: 400 EUR / 500 CHF

Between 14 and 28 days before the start of the course: 20% of the course and full accommodation costs (min. 400 EUR / 500 CHF)

Between 7 and 13 days before the start of the course: 40% of the course and full accommodation costs (min. 400 EUR / 500 CHF)

Between 1 and 6 days before the start of the course: 70% of the course and full accommodation costs (min. 400 EUR / 500 CHF)

For bookings before December 1st, 2017: If you cancel your course from the starting date onwards, you will not be reimbursed. If the cancellation is a result of a serious medical, family or work problem, you should be able to get your money back through your travel insurance.

For bookings after December 1st, 2017: Your language travel is covered by our travel insurance by Helvetic Assistance. Their travel insurance terms and conditions apply.

### Cancellations made by Language Travel Reinvented AG

In the unlikely event that Language Travel Reinvented AG has to cancel your language course, you will be informed in writing within five working days. In this case, we will reimburse you the entire amount that has already been paid to us as soon as possible.

### Price changes

The cost of your program is fixed when you confirm your reservation. From this point, any price increases resulting from fluctuations in exchange rates or school price changes will not affect you.

### Modifications to your booking

It may not be possible to modify your booking after your departure. If changes are possible, you will be required to pay a fee of 80 EUR / 100 CHF. If you would like to change your booking to a different teacher, this will be deemed a cancellation of your original booking.

### Passport, visa, vaccinations, etc.

It is the customer's responsibility to meet all travel requirements set by the destination's authorities (passport, visa, vaccinations, customs, etc.). We will provide you with information and assist you with any questions. We strive to keep our information as up to date as possible, but we cannot guarantee accuracy as country entry requirements are constantly changing. We encourage you to inquire with your local embassy or consulate before traveling.

### Insurance

Your language travel (booked after December 1st, 2017) is covered by our travel insurance by Helvetic Assistance. Their travel insurance terms and conditions apply.

### Public Holidays

No lessons will be held on Public Holidays in the UK (January 1st/March 30/April 2nd/May 7/May 28/August 27/December 25/December 26 2018), there is no refund for lessons missed. Published course start dates fall on a Monday. If this day is a public holiday, the course will begin on the following working day.

### Changes to our services

Although the information on our website is constantly being checked and updated, it is possible that some details are incorrect. In these circumstances, we will inform you of all changes before you confirm your booking.

Don't hesitate to contact us! Drop us an email or give us a phone call and we'll answer your questions and send you a price quotation. You can also visit [Klazz.com](http://Klazz.com) and chat with us.

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