

Classlive Terms of Service

ClassLive's website and services ("Services") are provided by GG.Co.,Ltd. ("we", "us" or "our") . These Terms of Use ("Terms") govern your access to and use of the Services.

In addition, if an organization such as a corporation, school and other institution to which you belong ("Corporate") has signed a contract ("Corporate Contract") with us, and when you ("Corporate Account") use our Services based on the Corporate Contract, these Terms govern your use of Services.

By using our Services, you agree to be bound by all of these Terms, including the policies referenced in these Terms.

If you are a minor, it is necessary to obtain the consent of legal representatives such as a parent or a person who has parental authority.

We reserve the right to make changes or modifications to these Terms at any time without advance notice or/and agreement. Any changes to these Terms will be effective immediately upon posting on this page. By accessing the ClassLive website after any changes have been made, you signify your agreement on a prospective basis to the modified Terms and all of the changes.

1. Scope of the Terms

1-1. These Terms govern, in addition to our website ("Site"), applications we provide and information sent by email and other manners by us.

1-2. If there is an individual contract ("Individual Contract") other than these Terms with you and us, the Individual Contract supersedes if there is any conflict. However, this does not apply to the privacy policy.

1-3. We reserve the right to make changes or modifications to these Terms at any time without advance notice or/and agreement. Any changes to these Terms will be effective immediately upon posting on this page. By accessing the ClassLive website after any changes have been made, you signify your agreement on a prospective basis to the modified Terms and all of the changes.

2. Registration

2-1. In order to use our Services, you must register the necessary information we require. As for the information of Corporate Account, however, it depends on the agreement between the Corporate and us.

2-2. You must agree with items below to register a user account:

- To register account after you read, understand and agree with the Terms.
- Your internet environment does not interfere with the use of these Services.
- If you are a minor, you have to obtain consent from a legal representative such as a parent or a person that has parental authority.
- Not only our regular employees but also part-time employees, independent contractors as well as employees of affiliated companies will be in charge of the lessons provided by the Services.
- We may conduct surveys, notifications and advertisements related to Services to you via email or.

- To improve the quality of customer support and lessons, we can record the contents, sound and video of the lessons and inquiries, and store them.
- We will disclose the status of attendance and other information of the Corporate Account according to the agreement with the corporate.
- You pay the course fees by payment method specified by us.

2-3. We may refuse your registration and application, and cancel the registration even if the registration is already completed if your registration and application meet these conditions stated below. In addition, principally, the amount paid will not be refunded.

- When you are not existed.
- When you are registered duplicately for our Services.
- When you made a mistake, false information and omission when registration.
- When you has been deregistered by us in the past.
- When we judge that you are not capable to pay the fees.
- When you fail to pay the fees.
- When you are a minor and has not obtained the consent of a parent, legal guardian or person has parental authority.
- When you a a member of gangster, a gangster-related company or a person equivalent to those, or when there is possibility of such.
- When you violate items stated in Article 5.
- When we judge that you are inappropriate as a user our our Services.

2-4. Your registration of the Services shall be completed upon the notification of consent by email from us. However, we may limit the use of the Services until we confirm the payment made by you.

3. Change of Account

3-1. When there is any change in the registered information, you should update the information without delay. We are not liable for any loss or damage, or any disadvantage occurred by your failure to update the registered information.

4. Account usage and handling

4-1. We will properly handle the information that corresponds to "Personal Information" of your account registration information in accordance with the "Privacy Policy" separately provided by us.

4-2. The account must be strictly managed by you. We can identify the one using our Services is you only when the login information entered at login matches the registered information.

4-3. You are not allowed to let anyone access your account. Also, your account is non-transferable and non-lendable.

4-4. If you lose your account, or if you suspect that a third party has misused your account, you must notify us immediately, and follow our instructions. We will not be liable for any disadvantages or other loss or/and damage to you caused by the delay of this notice.

5. Prohibited Activities

5-1 The following activities are strictly prohibited when using our Services:

- To transfer, use or buy or sell the right or account of your use of our Services to another person or/and entity.
- Disparage, tarnish, or otherwise harm, in our opinion, us and/or the Services.
- Any illegal act or offense to public order and morals. Acts that interfere with the operation of our Services.
- Use our Services for any revenue-generating endeavor or commercial enterprise or otherwise use the Services to prepare to compete with us.
- To register incorrect information intentionally.
- Solicitation or promotion of illegal acts to other users or our staff including instructors of our Services.
- Any acts, in our opinion, that other users or/and our staff including instructors suffer from financial or/and mental damage or/and any disadvantage.
- Any harrasive acts to other users or/and our staff including instructors, inappropriate behavior, or/and hindering lesson progress in our opinion.
- Seeking confidential information that is not generally disclosed, such as instructors' employment conditions, location of the call center and internet line.
- Attempts at personal contact regardless of online or offline, and sending and receiving emails with our instructors.
- Inviting our staff including instructors to work at our competitors.
- Abusive words to customer support or any acts that interfere with customer support operations.
- Using one account by multiple people.
- Register multiple accounts.
- Any action that we consider to be inappropriate.

5-2. Any action in violation of the foregoing that violates these Terms will result in termination of services. In addition, we reserve the right to take appropriate legal action including a claim for damages if we suffer any damage. The liability for the acts set forth is valid even after your termination.

6. Terms of Service

6-1. You can use our Services by using one of the following two-way call interfaces. However, please understand that depending on the network status of the instructor, either interface may be temporarily unavailable.

6-2. To use our Services, you must have internet access, headset, and webcam. All of these shall be prepared by you.

6-3. When using the lesson rooms.

- Please comply with the "Guidance for How to Use the Lesson" separately provided by us.
- Please use the latest version of Google Chrome or Firefox as the browser.
- When accessing URLs other than our site sent from the instructor through chat etc., please do it at your own risk.
- Please be sure to check the lesson room URL for each lesson to make sure that there are no mistakes.
- We shall not be liable for any disadvantages, damage or other costs due to mistakes.

6-4. When using Remo Conference

- Please comply with the "Guidance for how to use Remo Conference" separately provided by us.
- Please use the latest version of Google Chrome or Firefox as the browser.
- When accessing URLs other than our site sent from the instructor through chat etc., please do it at your own risk.
- Please be sure to check the lesson room URL for each lesson to make sure that there are no mistakes. We shall not be liable for any disadvantages, damage or other costs due to mistakes.

6-5 When using Cisco Webex

- Please comply with the "Guidance for how to use Cisco Webex" separately provided by us.
- When using Cisco Webex, download and install the software suitable for each terminal and check the usage and functions.
- Please comply with the terms and guidelines presented by Cisco Webex.
- Although you can use Cisco Webex free of charge, we do not take any responsibility and expense for using the paid version.
- We are not obligated to respond to any inquiries regarding the services provided by Cisco Webex.
- When accessing URLs other than our site sent from the instructor through chat etc., please do it at your own risk.
- We shall not be liable for any disadvantages or other burdens due to an error in your PC or software installation.

6-6. When using Zoom

- Please comply with the "Guidance for how to use Zoom" separately provided by us.
- When using Zoom, download and install the software suitable for each terminal and check the usage and functions.
- Please comply with the terms and guidelines presented by Zoom.
- Although you can use Zoom free of charge, we do not take any responsibility and expense for using the paid version.
- We are not obligated to respond to any inquiries regarding the services provided by Zoom.
- When accessing URLs other than our site sent from the instructor through chat etc., please do it at your own risk.
- We shall not be liable for any disadvantages or other burdens due to an error in your PC or software installation.

6-7. After completion of the registration, you shall be able to start using the Services after we confirm the payment.

6-8. You can get lesson tickets by paying the fees specified by us in the specified payment mode, and take the specified lesson content and number of lessons within the valid period. The valid period of the lesson ticket varies depending on the program, but as a general rule, it is 2x times the expiration date (eg, if you registered for a 2 week program and the expiration date is 2 weeks later, then the valid period is 4 weeks).

6-9. Principally, there will be no classes held on holidays, and year-end and new year holidays. Also, the classes might be cancelled when we hold staff training. There will be no individual announcements; only through this site. There is no refund or compensation/make-up class for the days when classes are not held due to holidays and staff training.

6-10. Lessons can be booked up to 3 hours before the lesson starts. The lesson cancellation time is as follows, and you can book again after canceling:

Lessons can be canceled up to 2 hours before the start of the lesson.

If the start is delayed due to your own reasons such as your being late or your computer or line is not working properly, the instructor will wait 10 minutes from the lesson start time. If 10 minutes have passed, it will be regarded as absent.

6-11. If the instructor who reserved the lesson cannot provide the lesson due to unavoidable circumstances, a substitute instructor will be assigned before the lesson starts. In addition, if it is unavoidable that a substitute lecturer cannot be assigned, one transfer lesson ticket will be added in your account. Transfer lessons can be used within the expiration date. In addition, if it is difficult to provide Services after the lesson starts due to unavoidable circumstances of the instructor or our network failure, we will add a transfer lesson ticket. Transfer lessons can be used within the expiration date.

6-12. Regardless of the foregoing articles, the start date of a corporate account will be the date specified by the corporate contract, and the use of the Services can be started according to the contract. However, this does not apply to the free trial lessons in Article 7.

7. Free trial lessons

7-1. After your registration, you can take free trial lessons for the number of times specified by us. It is valid for one week from the day you register for the Services.

7-2. You must comply with the Terms even while taking the free trial lessons.

7-3. The free trial lesson ticket shall expire after 7 days from the start date specified in 7-1. Even if there are unused trial lessons, we will not make any refund or other compensation to you.

8. Withdrawal

8-1. You can complete the withdrawal procedure by the manner specified by us. You will lose all rights to our Services after the withdrawal, and you will not be able to make any claim to us.

9. Service Suspension/Termination

9-1. We will notify about a suspension or termination of our service in advance or after through our Site or email. In addition, all or part of Services may be suspended without notice if it is due to the following reasons:

- If the interface for two-way video calls to be used fail and cannot be used.
- If we are unable to provide this service due to a natural disaster, fire, blackout, or other emergency.
- If we are unable to provide this service due to a war, civil war, riot, labor dispute, etc.
- In addition, if the operation requires temporary suspension.

10. Responsibility

10-1 If you violate this agreement, we may claim compensation for direct or indirect damage or loss caused by such breach.

10-2 We will not be obliged to compensate for any damage caused by infection by computer viruses, etc. when you use this service and any damage caused by software used for that service or distribution files.

11. Copyright / ownership

11-1 All copyrights and proprietary rights relating to trademarks, logo marks and descriptions related to this service belong to us. It is prohibited to use them without our consent, to reprint on other websites or to change them. In addition, ownership of all content inserted / edited by this service belongs to us.

11-2 If you violate the preceding paragraph, we will take action against you based on copyright law, trademark law, etc. (notice, lawsuit, claim for damages, request for injunction, restoration of claim of honor, etc.) and any other means.

12. Disclaimer

12-1. You agree that we will not be liable for any damages caused by or related to the matters specified below:

- If the number of users has been interrupted or the number of lessons provided has been insufficient due to a sudden increase in the number of users or a public holiday in the Philippines.
- you cannot book the lesson of the specific teacher you want.
- you can't book a lesson for a specific time zone you want.
- In the case that the lesson must be canceled due to the reason specified in the foregoing article 9-1 of this Terms.
- If it is caused by unauthorized access or unauthorized modification of your message or data, or by actions from a third party.
- Learning effect, effectiveness and accuracy of this service.
- In connection with this service, the educational materials used by us, the effectiveness, safety and accuracy of the recommended services.
- If the file received and opened during the lesson causes damage such as a computer virus.
- If this service cannot be used due to the loss or unusability of the password etc. due to the negligence of a second party.
- Completeness, accuracy, up-to-dateness, safety, etc. of all information and links provided on this website.
- Contents of websites operated by third parties other than those on this website or those linked to this website and their use.

* Appendix

The contents of this agreement apply to all contracts dated after May 1, 2020.