

# **XLINGUA – FREQUENTLY ASKED QUESTIONS**

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## **1. What is XLingua?**

XLingua is a Swiss-based online language school offering live group and private classes taught by accredited, professional teachers. Our approach combines personalized instruction, interactive learning, and premium Swiss quality. We also provide tailor-made company courses on site, helping teams improve communication and workplace performance.

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## **2. What makes the XLingua App unique?**

Our app is fully integrated and designed for a seamless learning experience:

- Join your Zoom class with one click
- Access your personalized dashboard with free study materials
- Download invoices and certificates from your dossier
- Chat directly with your teacher anytime

Everything you need is in one place — efficient, simple, and intuitive.

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## **3. What makes XLingua different from other language schools?**

XLingua combines:

- Highly qualified human teachers
- Advanced interactive learning tools

- Small groups with high speaking time (3–6 students)
- Swiss-quality structure and standards
- Direct teacher support before and after class

Our method builds real communication skills and strong learning momentum from the start.

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## **4. Which languages can I learn with XLingua?**

We offer private and small group courses in:

- German
  - Swiss German
  - English
  - French
  - Italian
  - Spanish
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## **5. What types of classes does XLingua offer?**

Group Classes

- 3–6 students
- 90 minutes
- Once or twice weekly
- 10- or 20-week formats

Private VIP Classes (1:1 or 2:1)

- 60 minutes

- Flexible scheduling
  - Same pricing for solo or duo
  - Invite a friend or family member at no extra cost
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## **6. How do XLingua classes work?**

Classes are held live on Zoom and include:

- Interactive digital materials
- Virtual whiteboards
- Pair work and role play
- AI-enhanced learning tools

The focus is on practical communication, active learning, and confidence building.

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## **7. What packages do you offer?**

We offer 20-lesson group packages (90 minutes each), taught in small groups of 3–6 students.

Each CEFR level is divided into the following modules:

- A1.1, A1.2
  - A2.1, A2.2
  - B1.1, B1.2, B1.3, B1.4
  - B2.1, B2.2, B2.3, B2.4
  - C1.1, C1.2, C1.3, C1.4
  - C2 (on request)
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## 8. How long is a package?

Choose the pace that fits your lifestyle:

- 10-Week Turbo Mode: 2× 90 minutes per week
  - 20-Week Standard Mode: 1× 90 minutes per week
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## 9. How much does a group package cost?

- 1 package: CHF 1,199
- 2 packages: CHF 1,999
- 3 packages: CHF 2,999
- 4 packages: CHF 3,599

Installments available via Klarna.

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## 10. How many packages do I need to complete a level?

- A1: 2 packages
  - A2: 2 packages
  - B1: 4 packages
  - B2: 4 packages
  - C1: 4 packages
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## 11. How much are Private VIP sessions?

Private VIP (1:1 or 2:1):

- 10 × 60 min: CHF 999
- 20 × 60 min: CHF 1,899 (installments available)
- Single lessons: CHF 109

Second person must be a friend or family member (not a current XLingua student).

10% exam-prep voucher available after completing a group level.

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## **12. What types of certificates can I get?**

Students receive CEFR-aligned XLingua Certificates (A1–C2) automatically in their dossier upon completing a course.

You may also prepare for official exams such as:

Fide, Goethe, Telc, Cambridge, DELE, DALF, CELI.

Private exam-prep sessions can be booked through the app.

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## **13. How often and when are group sessions offered?**

Available group times appear directly in the app.

- 1× weekly: 20 weeks
- 2× weekly: 10 weeks

This consistency helps build strong habits and community.

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## **14. Do you offer in-person courses?**

Yes — for companies.

We deliver online, hybrid, and on-site corporate training across Switzerland.

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## 15. How do company courses work?

- Fixed-fee pricing per course
  - Company admin dashboard in the app
  - Add or swap participants anytime
  - Custom learning materials included
  - Online or on-site delivery
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## 16. How much do company courses cost?

### 10-Week Courses

- CHF 1,999 (90 minutes)
- CHF 1,399 (60 minutes)

### 20-Week Courses

- CHF 3,599 (90 minutes)
- CHF 2,655 (60 minutes)

Payment due 30 days after invoicing.

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## 17. Are teachers certified?

Yes. All XLingua teachers are accredited, experienced, and trained in our communicative method. They offer direct chat support outside class times.

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## 18. Can I join at any level?

Yes. Complete the placement test in the app and receive tailored group recommendations.

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## **19. Will I be notified when my course is ending?**

Yes — you will be notified two weeks before your package or course ends.

One week before the next cycle begins, your seat may be opened to new students.

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## **20. What technology do I need?**

A smartphone or computer, stable internet, a webcam, and a microphone/headset.

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## **21. Are lessons available on mobile?**

Yes — all classes and materials are accessible through our mobile app.

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## **22. How do I choose my class?**

Download the app → Take the placement test → Choose from your recommended groups.

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## **23. How do I book private sessions?**

Select a teacher → Purchase a package → Schedule your first lesson → Book future sessions through the app.

Cancel or reschedule up to 24 hours in advance.

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## **24. How long are classes and how big are the groups?**

- Group classes: 90 minutes, 3–6 students (occasionally 7 for make-up/trial)
  - Private VIP: 60 minutes, 1:1 or 2:1
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## **25. What if a class is canceled?**

If a teacher is absent and no substitute is available, the class is added to the end of the course.

Swiss public holidays are also added to the end.

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## **26. What if a group doesn't start due to low enrollment?**

Minimum 3 participants required.

If not reached:

- Course postponed by 2 weeks
- If still low: a 60-minute 2-person format is offered

Support will contact you with the best options.

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## **27. Payment Options**

We process payments securely via Stripe.

Accepted methods:

- Credit & Debit Cards
- TWINT
- Klarna — with installment payment option

Bank transfer available upon request.

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## **28. What if I need to cancel or reschedule?**

- Private VIP: Cancel/reschedule free up to 24 hours before class

- Group lessons: Make-up classes available during the same course period
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## **29. What if I'm unsatisfied with a class or teacher?**

Contact support — we will assist you and can arrange a teacher change if needed.

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## **30. Can I give feedback?**

Yes — after your 3rd session you will receive an automatic feedback request.

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## **31. Do you have a Referral Program?**

Yes — refer a friend and receive a 10% voucher for your next group course.

Non-transferable and cannot be combined.

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## **32. Is there a free trial?**

Yes — use code FREETRIAL to join a trial class at your level.

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## **33. Refund Policy**

1. No refunds
2. Free transfer to a friend or relative
3. Emergency voucher for significant illness or unforeseen events
4. Voucher validity: 12 months
5. 24-hour cancellation applies to private sessions