**A. Rules and regulations:**

**1. WSE reserves the right to suspend the Student from using the Service and/or terminate the Contract (without refunding any amount already paid) in the event that the Student commits any act that seriously affects WSE, the center, the class or other students, including:**

* Affecting the reputation and honor of WSE or its centers;
* Obstructing the normal conduct of the class;
* Affecting the security and order in the classroom or within the center;
* Using violent language and/or behavior in the classroom or within the center;
* Insulting/threatening teachers, WSE employees and/or other students in the classroom or within the center;
* Committing illegal acts in the classroom or on the center;
* Any act mentioned in the rules and regulations resulting in Service suspension or Contract termination.

The decision for Service suspension or Contract termination will be carefully considered by WSE, balancing the interests of the Student and the class/center.

**2. General rules and regulations:**

* Do not leave belongings unattended. WSE will not be responsible for the loss or theft of personal property.
* No speaking loudly in the Learning Center or while classes are in session in or near classroom areas.
* Show respect for all staff and students by acting and dressing appropriately.
* Must request permission from a staff member before taking professional photos, videos and/or audio recordings.
* Violent behavior or threatening or inappropriate language will not be permitted.
* Inappropriate public displays of affection are prohibited.
* Students are restricted from entering “Staff only” areas.
* No spitting, littering, smoking, or drinking alcohol in the center. Arriving under the influence is not tolerated.
* Students must not damage the facility or WSE’s property; costs incurred will be the responsibility of the involved.
* No full meals or smelly foods are allowed in the center unless it is provided during Center activities.
* No drugs, weapons, or items capable of inﬂicting harm are allowed in the center.
* Using mobile phones or computers is prohibited if deemed disruptive by staff.
* Using social media or playing games in the Learning Center is not permitted.
* The Student must have all the necessary electronic equipment and a stable internet connection with an appropriate speed for online learning according to the Minimum Technical Requirements specified on WSE’s website at the following link: <https://wallstreetenglish.edu.vn/rules-and-regulations>. WSE will not be responsible if the Student cannot receive the expected learning experience due to failure to meet these requirements.
* During special occasions and public holidays, WSE will remain open, except for major holidays when WSE announces closures. On these occasions, only online classes, as well as ML and DW, will be available for the Student.
* Guests are required to wait in the reception area unless they are attending Social Classes or center events. Students are required to inform staff members about inviting guests to attend Social Classes and/or Center Events.

**In the event that the Student fails to comply with any of WSE’s rules and regulations, WSE reserves the right to take necessary measures to stop the violation and prevent it from happening again.**

**B. Rules and regulations to ensure Good Study Habits:**

* Speaking English is a must at the Center to maintain a Total English Environment.
* Always follow the WSE Good Study Habits as advised by WSE Staff.
* To join Encounter Classes, students must follow the WSE lesson completion recommendations.

When the Student has scheduled an Encounter class, the Student must attend such class at the scheduled time. If the Student needs to change or cancel a scheduled Encounter class, it must be done at least 24 hours before the scheduled start time. If the Student does not attend the scheduled Encounter class or cancels the class less than 24 hours before the scheduled start time, the number of SC/CC classes of the Student’s current level shall be reduced by one SC/CC class. to let the no-show and/or late-cancellation student wait at least 7 days to rebook another class.

* To ensure learning quality, the minimum interval between Encounter Classes is 10 days.
* If Lesson 2 of the Multimedia Lessons for a specific Unit has not commenced 24 hours before the scheduled start time of an Encounter delivered by a Myanmar-based Teacher or through the Global Online Center (GOC), the Encounter will be automatically cancelled.
* It is recommended for students to reschedule Online and/or In Center Complementary and Social Classes if more than 20 minutes late.
* All Social and Complementary Classes need to be booked in advance to attend.
* Students are encouraged to cancel any Social and/or Complementary Class more than 24 hours before the start time to avoid losing a class within WSE Level limits.
* Level Checks have to be recommended by a Teacher.
* Mobile phones are not allowed in any classes without the expressed consent of the teacher.
* Using computers in the Learning Center for any purpose other than to do Multimedia Lessons, Digital Workbooks and/or Digital Placement Tests will not be permitted.

**To ensure language-learning success, students are requested to comply with all study rules.**

**C. Minimum Technology Requirements**

**General Requirements**

* Internet connection which allows downloads of 1 Mbps;
* Email Address;
* Computer or Tablet should have full internet access without limited by a proxy or firewall for the WSE’s sites.

**Core Course and Digital Classroom**

**Video Display**

1024 x 768 or higher resolution is recommended.

**Browser Support**

Highly Recommended: Google Chrome latest version.

Support in: Edge latest.

*(Note: Users can access Core Course alone in both Firefox and Safari browsers. But if they want to join a Session in Digital Classroom, they should use Google Chrome or Edge browser. Digital Classroom won’t function in Firefox and Safari browsers).*

**Computer and Peripherals**

Highly recommended to use PC/Laptop with 2GB RAM along with external speakers, inbuilt mic, or headset with integrated microphone and/or internal and external camera.

**Pop Ups and Permissions**

* Allow pop-up windows from all WSE’s sites [at Browser];
* Allow access to the microphone and camera when asked from the wallstreetenglish.com domain [at Browser].

**Operating Systems**

* Microsoft Windows 7;
* Microsoft Windows 8 or 1;;
* Microsoft Windows 10 or later;
* Mac OS X 12.6 or later;
* Keep Operating Systems up to date.

**Learn English and Digital Classroom App**

* iOS: iOS 11 or later [iPhone/iPad];
* Android: Android 8 or later;
* General Phone and Tablet, regardless of Operating System: Allow ”User Permission” that is related to Camera and Microphone.