TALK Academy | Orientation Guide

Teaching Actual Language & Know-how

Clark Freeport Zone, Pampanga, Philippines

1 Passport & Visa

- Your passport is collected to obtain your SSP and, where applicable, your visa.
- The SSP (Special Study Permit) is the special permit that allows you to study in the Philippines while on a tourist visa.
- Your passport can be collected at WINDOW 2 every Friday from 9:00 AM.

If you wish to extend your course, you must tell us at least 2 weeks before your course ends so your visa can be managed.

2 Class Rules

- There are no classes on weekends (Saturday, Sunday) or on public holidays.
- Absences for personal reasons (illness, travel, etc.) are not made up with replacement classes.
- If a teacher is absent, a substitute teacher may take the class. (For sudden absences, advance notice may not be possible — thank you for your understanding.)
- A 4-week course guarantees 18 class days in total; if class days fall short due to holidays, make-up classes are provided.
- Textbooks can only be exchanged if unused; once used they cannot be refunded. The textbook fee is deducted from your deposit.
- Books are first assigned based on your level test; after starting class we recommend adjusting to a suitable book together with your teacher.
- We recommend using a pencil on the first day.
- To change your course or class, fill out a Change Form at WINDOW 3. A change requested before Thursday will be granted from the following week. After arriving at the academy, new students are allowed to change and adjust their schedule during their first week, and the office will accommodate it as much as possible and inform you.
- In your schedule of regular classes, you can have only one class (one period) with each teacher. We do not accept requests to have the same teacher for two or more classes. This is an academy rule: it lets every student experience the teaching styles and expressions of different teachers, and it keeps teacher assignments fair for everyone. Only the academy has the right to assign classes and teachers. We cannot make any exceptions, even if you ask a teacher or the office directly — thank you for your understanding.
- Optional free classes (evening classes) — sign up every Monday by filling in the application form:
- Vocabulary (age 7+) — Mon–Thu · Primary 7:00–7:30 PM · Secondary 7:30–8:00 PM · Adult 8:00–8:30 PM
- Movie (age 16+) — Mon–Thu 7:00–7:50 PM
- K-POP (age 7+) — Wed & Fri 7:10–8:00 PM

3 🏠 Dormitory

- If an appliance or cooking device in the dormitory has a problem, please fill in a request form (WINDOW 3).
- Please use dormitory items with care, and always turn OFF the air-conditioner and the lights when you go out. If a room's electricity bill exceeds 5,000 PHP, the academy charges only the amount above that. With reasonable use it will not exceed 5,000 PHP.
- The Philippines has many insects due to the climate, so do not leave food out for a long time. (Throw sweet foods such as fruit and snacks straight into the outside bin.)
- Quiet hours: from 10:00 PM in the Golden Tree building and from 9:00 PM in the Main building. A confirmed noise complaint results in one written warning.
- Trash bins are at the end of the 5th- and 8th-floor corridors; when full, use the garbage area behind the dormitory. Tie trash into one bag so nothing leaks out.

4 📜 House Rules (by Dormitory Building)

TALK Academy is an autonomous, adult-oriented academy. The Golden Tree building (single, double and family rooms) and the Main building (3+1 and quad rooms) have different house rules — please read the rules common to every dormitory below, then the block for YOUR building. (For stays starting 3 January – 27 February 2027 the Main building also offers family rooms on the 3rd floor; those families follow the Main building rules.)

🏠 Common rules — every dormitory

- Going out & overnight stays: adult students have NO curfew. For an overnight stay or a trip out of town, simply report your destination and contact number to the office (WINDOW 3) before you leave — it is a notification, not a permission request, and exists so we can reach you in an emergency.
- Entering a room of the opposite gender is prohibited — please meet in the lounge or other common areas (family members in family rooms are the exception).
- Smoking is allowed only in the designated outdoor smoking area. Smoking indoors results in one written warning.
- Open flames and burner cooking (other than equipment provided by the academy) are prohibited for fire safety.
- Do not change rooms or swap beds without permission — apply at the office for any room change.
- Money transactions with other students or teachers are prohibited — the academy takes no responsibility for them.
- Discussing sexual topics with other students or teachers is prohibited.
- Cash, passports, electronics and other valuables are your own responsibility; the academy does not compensate for losses — use the free safekeeping service at the office (WINDOW 1). For a night-time emergency contact the manager right away, and tell the manager in advance about any medical condition or medication (kept confidential).

🌿 Golden Tree building — single · double · family rooms

- An independent living space: privacy is respected and the rules are kept to a minimum.
- Visiting another student's room is allowed 08:00–22:00 only.
- Quiet hours start at 10:00 PM. A confirmed noise complaint results in one written warning.
- The detailed rules for each building are explained at the on-site orientation.

- Overnight visitors are limited to family members of students in single rooms and family rooms (not double rooms): after registering at the office they may stay in the room free of charge for up to 6 nights per 4 weeks (no meals for visitors). Other outside visitors may enter only after registering at the office and may use the lounge and other common areas, not the rooms. — Golden Tree building only.
- In family rooms the family lives freely inside the room; the children's safety is the guardian's responsibility.

🏢 Main building — 3+1 · quad rooms · 3rd-floor family rooms (Jan–Feb 2027)

- You share the space with roommates, so there are a few more rules for each other.
- Quiet hours start at 9:00 PM. Use earphones for calls and videos, and cooperate with lights-out once a roommate is asleep. A confirmed noise complaint results in one written warning.
- Drinking in rooms is completely prohibited, and bringing alcohol into the building is prohibited as well. If caught, one written warning is issued.
- No visitors in rooms, even of the same gender — please meet in the lounge. Outside visitors may not enter the dormitory floors. Overnight visitor stays are not allowed in the Main building.
- Personal heating appliances such as rice cookers and electric heaters are prohibited (electrical safety).
- Cooperate with the regular cleaning schedule and keep your belongings within your own area.
- Roommate conflict mediation: if a conflict arises with a roommate, you can ask WINDOW 3 to mediate. Procedure: ① The student fills in a Mediation Request Form and submits it to the office. ② The manager for the student's country meets each student involved individually and, if needed, holds a joint meeting to help resolve the problem. ③ When the academy formally requests a mediation meeting, the students concerned must cooperate. ④ Refusing to attend without a valid reason, or repeatedly failing to cooperate with the mediation process, may result in one written warning.
- No verbal abuse: swearing, insults, personal attacks, threats, discriminatory remarks, repeated verbal harassment and similar behaviour between students are prohibited. If such behaviour is confirmed, one written warning is issued.
- Room change limit: a room change for personal reasons — preference, different living habits, personal convenience, etc. — is limited to once during your stay. A change the academy decides is necessary because a rule violation was confirmed does not count toward this limit.
- Room change records: every room change is recorded with its reason, whether it was approved, the date and the manager in charge.
- Damage and compensation: if a student intentionally or negligently damages facilities or furnishings of the academy or dormitory, the student bears the repair or compensation cost, which may be deducted from the deposit. If the deposit does not cover the cost, the remaining amount may be charged to the student separately.

👦 Supervised junior students — applies in every building

- A daily 10:00 PM curfew applies, and going out after 8:00 PM is allowed only with the supervisor's permission.
- As minors they may not drink or smoke in any building — the adult rules do not apply to them.
- Any warning or disciplinary action is reported to the guardian (and the student's agency).

Warnings & dismissal: rule violations follow a 3-step written-warning process — 1st: interview and caution; 2nd: notice to your agency (or guardian for minors); 3rd: dismissal with no refund of the remaining period and same-day move-out. Violence, fighting, theft, drugs, gambling, entering another student's room outside the allowed hours (and, in the Main building, bringing in alcohol), or enrolling through an unauthorized tuition discount lead to IMMEDIATE dismissal with no warning, and the deposit is forfeited.

Fixed-tuition zero-tolerance: TALK Academy runs on fixed tuition — no agency has any authority to discount it. If it is confirmed that you enrolled through an unauthorized agency discount of any kind (reduced tuition, cash-back, rebate, paying your traveler's insurance, etc.), you will be dismissed immediately without warning, the remaining period will not be refunded, and you must move out of the dormitory the same day.

5 🍽️ Meals & Cleaning

- Simple breakfast: 7:15 – 8:00
- Lunch 12:00 – 13:00, Dinner 17:50 – 18:50
- No meals are served on weekends and public holidays.
- For individual rooms (single, double, 3+1 and quad), the dormitory fee includes three meals on weekdays (simple breakfast, lunch and dinner), cleaning twice a week, laundry twice a week and bedding changes. There is no option to include or exclude meals.
- Laundry is twice a week: please drop it off at the laundromat in front of the academy using the academy coupon.
- Family rooms include the same from stays starting on 3 January 2027. Family rooms starting before that use the meal sign-up system: cleaning once a week with 1 meal/day or twice a week with 2 meals/day, and bedding changed once every 2 weeks.
- For cleaning, write your preferred date and time on the form; you must be in the room at that time.
- Family rooms without a meal plan (stays starting in 2026) may also pay for cleaning. (Cleaning 500 PHP, bedding change 500 PHP)

Meals, cleaning and laundry are included now for individual rooms, and for family rooms from stays starting on 3 January 2027. No meals are served on weekends or public holidays.

6 🚪 Check-out

- Visit the office by 3:20 PM on the last Friday to receive your deposit (minus the textbook fee) and your study report.
- The graduation ceremony is held on the last Friday from 3:30 to 4:20 PM.
- Check-out is by 11:00 AM on Saturday.
- If your departure date is different, luggage can be stored (M STAY 1st floor, SPC).
- Extra nights are charged at 2,000 PHP per night.
- Family rooms without a meal plan (stays starting in 2026) must clean the room to the same condition as when they moved in before check-out; if not done, 1,000 PHP is deducted from the deposit.

7 💳 Refund Policy

- For a refund due to stopping the course or changing the number of weeks: the current study week is excluded, and 2 weeks are deducted from the remaining weeks; the rest is refunded.
- If you arrive later than your start date or miss classes for personal reasons, the missed period is neither made up nor refunded.
- Extending your course is possible after consulting the academy (not possible when dormitories or teachers are full); the extension fee must be paid at least 2 weeks before the extension starts.

- Costs already incurred — SSP, academy ID, visa-extension fees, ACR I-CARD, etc. — are non-refundable.
- If you are removed from the dormitory after 3 accumulated written warnings, no certificate of completion is issued and the remaining tuition and dormitory fees are not refunded.
- Cancellation before departure: the registration fee is not refundable. Cancelling at least 2 weeks (14 days) before your departure date refunds 100% of what you paid except the registration fee; if you cancel 7–13 days before departure, the refund is made after deducting 1 week of tuition and dormitory fees; if you cancel from 6 days before departure up to the departure day, 2 weeks of tuition and dormitory fees are deducted.
- Postponing departure: there is no penalty if you request it at least 2 weeks (14 days) before your departure date. Later requests follow the same rules as cancellation — 7–13 days before departure, 1 week of tuition and dormitory fees is charged as a penalty; from 6 days before departure up to the departure day, 2 weeks.
- Exceptions: if departure becomes impossible because of the death of the student or an immediate family member (parent, spouse, child, sibling, paternal or maternal grandparent); hospitalization or surgery of the student, an illness or injury a doctor certifies as making air travel impossible, or an emergency hospitalization of an immediate family member; a natural disaster, airport closure, a flight cancelled by the airline with no alternative within 2 weeks, or entry restrictions due to an epidemic or similar; or a visa refusal (other than for incomplete documents; the original refusal letter must be submitted), a government travel ban or a military conscription notice — 100% of the fees paid, excluding the registration fee, is refunded regardless of when you cancel or postpone, or the start may be postponed once, within 1 year, without penalty. Notify the academy in writing as soon as the reason arises and submit supporting documents (medical certificate, death certificate, airline notice, official letter, etc.) within 7 days; the academy decides whether the exception applies. A change of mind, work or school schedules, passport renewal delays and a companion's cancellation are not exceptions. If the academy itself cannot accommodate you, the full amount including the registration fee is refunded.
- Refunds are paid within 14 days of the graduation date.

8 ✨ Other Information

- There is a TALKNJOY travel agency near the academy. They always prepare and run various activities, so if you are interested, please inquire and book with the agency. (Golf, swimming, weekend activities, etc.)
- TALKNJOY hours: weekdays 8:50 AM – 5:50 PM
- To use the academy on weekends or in the evening (until 10 PM) when staff may be absent, please register your fingerprint at WINDOW 1.

9 🎫 Academy ID Card Benefits

Midori Hotel
Gym + Pool 4-week membership 5,000 PHP (public price 8,000 PHP)

Midori Hotel café & restaurant
10% service charge waived

Potter's Café (cash)
10% off all menu

Chicken Village (dorm building 1F)
5% off dine-in and takeout

Choga Myeongga
10% off when showing your ID card

SHOW Golf (dorm building 1F)
10% off golf equipment and goods

HANA HAIR
P100 off haircut; 10% off perm/color/hair clinic; P100 off nails

Milk Spa & K-Beauty (Clark)
20% off

H Massage (dorm building 2F)
P100 off

K9's Billiards
10% off

SWEET CLAW (ice cream)
10% off

Kimbap Cheon Cook (Korean restaurant)
10% off all menu

KANN MEAT SHOP (Korean BBQ butchery)
Basic table charge waived (₱250 off adult · ₱130 off child)

CLARK JOEN Japanese & Korean Dining (Clark Terrace Bldg., same building as the TALKNJOY office)
10% off when showing your ID card

Cafe Artilog Clark (KangKang Sullai Bldg., The Villages)
10% off when showing your ID card

10 🏢 Office Guide

WINDOW 1
Tuition & local-fee payment · Coupon sales · Water (20L) delivery requests · Sticky-roller sales · eSIM sales

WINDOW 2
Textbook exchange · Student ID issuance · Passport return · Study reports

WINDOW 3
Teacher/schedule/topic changes · Dormitory issue reports · Dormitory maintenance form · Replacement request form

11 🎟 Coupons & Goods (at WINDOW 1)

- Coupon (100 PHP off): 88 Massage (900→800), Korea CC (300→200)
- Academy drink coupons (coupon only): 1 for 50 PHP, buy 10 get +1
- Water delivery (20L, 200 PHP)
- Sticky-roller refill (80 PHP)