

## Terms and Conditions

### 1. TRIAL SESSIONS

- 1.1. Only one trial session will be permitted per individual. If you have already had a trial session, the lesson will be immediately cancelled with no refunds.
- 1.2. Trial sessions will last between 20-30 minutes and may comprise of level testing, study plan or a brief sample lesson. This will be at the tutors discretion.
- 1.3. Full payment of trial sessions (see price list) must have been received prior to the start of the session.
- 1.4. If a session needs to be rescheduled, the tutor reserves the right to change the date and time at his/her discretion. No refund will be issued but the session will then be rebooked at a time that suits both parties.
- 1.5. If the student is unable to attend the trial session and payment has already been made, no refund will be issued.

### 2. CANCELLATION & ABSENTEEISM POLICY

- 2.1. Any cancellation of a session (except for trial sessions) from a student must be made at least 12 hours prior to the start of that session. If the student cancels without a full 12 hour notice period, full payment of that session will still be required and it will be at the tutors discretion if the session is rebooked.
- 2.2. To cancel a session, you must send an email to the tutor stating that you wish to cancel the session, with the session's details (such as: time/date of session, student's full name). The session can then be rebooked with the tutor.
- 2.3. The cancellation policy applies to all individual, group and package sessions.
- 2.4. If the tutor needs to cancel, no refunds will be issued but the session will be rebooked at a time that suits both parties.
- 2.5. If the student does not attend the session and no notice is given, the session will not be rebooked and no refunds issued.

### 3. PAYMENT FOR STANDARD LESSONS (NOT TRIAL SESSIONS) AND PACKAGE EXPIRATION

- 3.1. All payments must be made and received in full prior to the start of the session.
- 3.2. Payments must be made prior to the start of the session, otherwise your time slot will not be guaranteed and the tutor reserves the right to not carry out the session.
- 3.3. Late bookings are accepted, subject to availability and at the tutors discretion.
- 3.4. Please take note of national holidays or weekends when it may take longer for payments to be received.
- 3.5. If you have purchased a 10 or 20 one-hour session package, these sessions must be completed within a 6 month period. After 6 months, the sessions will be invalid and the tutor will no longer be obliged to carry them out.

### 4. GROUP SESSIONS

- 4.1. All group sessions are subject to availability and will comprise of a maximum of 4 students of a similar English language level.
- 4.2. There is no guarantee of other students being present. In the eventuality that only one student attends, the lesson will be conducted on a one-to-one basis.
- 4.3. The subject of the lesson will be decided by the tutor but may still be discussed and negotiated with the attending students.

### 5. YOUNG LEARNERS

- 5.1. All students under the age of 18 years old must have an adult present in the room.
- 5.2. All lessons will be recorded for safety purposes.
- 5.3. The parent will be responsible for all payments and if the young learner is absent, no refund will be issued.

### 6. ABUSIVE BEHAVIOUR

- 6.1. Verbal abuse will not be tolerated. In this eventuality, the student shall be warned of the inappropriate behaviour and if the behaviour continues, the tutor reserves the right to cancel the session immediately. No refund will be issued.
- 6.2. If verbal abuse or hateful remarks are made during group sessions, that student will be warned or asked to leave the session and no refund will be issued.