

Example Only: You should amend the following terms and conditions to meet your own needs. You should also seek your own legal advice as to what qualifies as a legally enforceable agreement.

Terms and Conditions

Scheduling and Cancellation

Scheduling conditions

Students are responsible to check their scheduled classes in the online scheduling system. We are not responsible for incorrectly booked times or dates. Scheduled times in the online scheduling system are shown in your local time zone. A reminder of the lesson appointment will be delivered either by email or SMS approximately 24 hours beforehand.

Class cancellation

All cancellations need at least 24 hours' notice. You will need to log into the "Customer Panel" to cancel and reschedule your class through the scheduling system. Cancellation requests by email, phone, messaging services or SNS will not be accepted.

Late cancellation penalties for students and teachers

If you cancel with LESS than 24 hours' notice, you will forfeit the lesson fee. If a teacher cancels with less than 24 hours' notice, you will receive a FREE class, in addition to the rescheduled class.

Late arrival

If either you or your teacher do not attend the lesson at the scheduled time OR either you or your teacher is more than 15 minutes late for a scheduled lesson, the lesson will be deemed to have been cancelled and the above-mentioned late cancellation penalties shall apply.

Technical issues

If you or your teacher have hardware, software, internet connection or power supply problems, we will do our best to arrange an alternative method of conducting the scheduled lesson. However, if it is impossible to conduct the lesson due to any of these issues, we will reschedule the lesson without late cancellation penalties applying.

Natural disasters and other calamities

If a typhoon, blizzard, flood, earthquake, or some other natural disaster strikes at the last moment and prevents either party from connecting for the lesson, the lesson can be rescheduled without late cancellation penalties applying to either teacher or student.

Man-made emergencies

If an act of terror, sudden industrial dispute, or some other interruptive man-made public event prevents either party from connecting for the lesson, the lesson can be rescheduled without late cancellation penalties applying.

Payment and Refunds

Method of payment

All lessons must be paid in advance by either credit card or PayPal in the currency displayed on the checkout page. Payment must be made in full at the time of the lesson or course booking or within 5 days of receiving an invoice.

Refund for lesson bookings

You may request a full refund for lessons booked up to 7 days before a scheduled appointment. Refunds will not be given if they are requested after that time.

Single student lesson programs

For multi-week single student courses you must use all the available lessons within 90 days of purchase.

Group lesson programs

Lessons for multi-week group courses are held on a fixed day and time each week. If you miss a week, unfortunately we cannot offer a refund or alternate lesson.

Recommended Equipment

Primary computer, internet connection and lesson software

For the best possible online learning environment, it is recommended that you use a desktop or laptop computer with a fixed line internet connection. The primary means for conducting your lessons will be through the Zoom platform. You should download the free Zoom software to your computer and test the video and audio quality in advance of your first lesson.

Backup device and communication app

It is also recommended that you should download the “WhatsApp” application to your smartphone and share your phone number so that we have a backup method of video communication in the event that your computer, internet or Zoom application becomes unexpectedly unusable. It can also be a useful channel for last minute emergency communication with your teacher.

Other

Recording lessons

If you would like to record your lesson through Zoom, you may do so. Please note that if you are joining a group class, you are automatically giving your consent for other members of the group to record the entire lesson.

Confidentiality

You and your teacher agree to maintain strict confidentiality concerning any matters discussed during lessons which are not related to the goal of English instruction. Agreement to these terms and conditions is binding, in lieu of a signed confidentiality agreement.

Copyright

You agree not to copy, transmit or attempt to sell to a third party any learning materials supplied to you for the purposes of your lessons. Any action which does so without explicit consent in writing will be regarded as a breach of legal copyright.

Progress reports and lesson feedback

You will not receive any progress reports or other feedback from completed lessons unless specifically agreed in writing.

Course completion certificate

If requested, you may receive a printable certificate for completing a defined lesson program.

Referral incentives

Unless explicitly stated in writing within the terms of a promotion campaign, no discounts rewards or bonuses will automatically be given for referring additional students.

Additional services

Any additional services which are requested from the teacher will be paid for in advance at the agreed rate and by the agreed payment method.