

The student(s) must agree to the following terms before they can begin a lesson or course.

1 - Payment terms

- a. The student(s) will receive a written quotation stating the amount to be paid before the lesson or course commences.
- b. The teacher must receive payment before the *payment deadline* which is 22:00 the day before the lesson or course starts.
- c. The student(s) wishing to study must pay the full amount owed as a lump sum before the payment deadline. Partial payments will not be accepted.
- d. In the event that the full amount has not been paid before the payment deadline, the lesson or course will be automatically cancelled.
 - i. In this case, the student(s) can agree to a new start date with the teacher if they wish for the lesson or course to go ahead.
- e. The teacher will send a *receipt of payment* within 24 hours of the student(s) making payment in accordance with these terms.

2 - Cancellation terms

The cancellation terms apply only to lessons or courses that have already been paid for in accordance with the payment terms.

- a. Cancellations must be made in writing by email or Line text message.
- b. The *cancellation deadline* is 22:00 the day before the lesson starts.
- c. If a cancellation is made by the student(s) before the cancellation deadline, the teacher and student(s) can reschedule the lesson.
- d. If a cancellation is made by the student(s) after the cancellation deadline, the lesson will be automatically forfeited (see 6b).
- e. In the unlikely event that the teacher makes a cancellation, the teacher will offer to reschedule the cancelled lesson(s).
- f. Only a whole lesson or course can be cancelled. A student studying as part of a group cannot cancel their individual place (see also 5a).

3 - Lesson change terms

- a. A "lesson change" refers to a change in study time, study location, lesson type, or the lesson content.
- b. The *change deadline* is 22:00 the day before the lesson takes place.
- c. If a change is requested by the student(s) before the change deadline, the change will be considered and then accepted or rejected at the teacher's discretion.
 - i. If accepted, the lesson change may incur an additional charge. Any additional charge will be subject to the payment terms.
 - ii. If rejected, the student(s) can either study as previously agreed or cancel the lesson. The student(s) can receive a full refund if they choose to cancel the lesson.
- d. No change can be made to a lesson after the change deadline. In this case, the student(s) must either study as previously agreed or forfeit the lesson (see 6b).

4 - Lateness terms

- a. The student(s) and teacher should be ready to commence the lesson at the agreed start time and study location.
- b. In the event of the student(s) arriving late, the lesson will end at the previously agreed finish time.
- c. The teacher reserves the right to cancel a lesson if no students have arrived 20 minutes after the agreed start time. In this case, the lesson will be forfeited (see 6b).
- d. In the unlikely event of the teacher arriving late, the teacher will offer to extend the lesson so that study time is not lost.

5 - Absence terms

- a. If a student in a group knows in advance that they will not be able to attend a lesson, they should confer with their group. The group should collectively decide if they will study as planned or cancel the lesson.
 - i. If the group studies as planned, the absent student(s) will forfeit the lesson (see 6b).
 - ii. If the group cancels the lesson, the cancellation will be subject the cancellation terms.
- b. If a lesson has been arranged and then a student fails to attend, that student will forfeit the lesson (see 6b).
- c. If a student needs to leave a lesson halfway through, they may do so.
 - i. Any study time lost as a result will be forfeited (see 6b).
 - ii. If the student returns to the lesson, the lesson will end at the previously agreed finish time.
- d. In the unlikely event that the teacher fails to attend a lesson as arranged, the affected lesson can be either rescheduled or refunded in full.

6 - Refund terms

- a. As already stated elsewhere in this document, lessons can be refunded in full when:
 - i. A lesson is cancelled by the student(s) after a lesson change is rejected (3c).
 - ii. The teacher fails to attend a lesson as arranged (5d).
- b. In the event that either study time or a lesson has been forfeited, the student(s) will not be eligible for a refund (2d, 3e, 4c, 5a, 5b, 5c).
- c. The student(s) can receive a full refund for any *unused hours* (i.e. any hours not yet studied) if they or the teacher decide to discontinue the course.
- d. *Used hours* (i.e. hours already studied) will not be eligible for a refund.
- e. In the event that the teacher agrees to provide a refund, the teacher will calculate the refund amount, inform the student(s) of the refund amount in writing, and then pay the refund amount within 5 days.