

Perth French Tutor

TERMS AND CONDITIONS

- **Privacy Policy**

Perth French Tutor respects your privacy and allows you complete control of your information. We share none of your information with anyone for any reason.

- **Copyright**

All material appearing on the Perth French Tutor website or provided during the lessons is protected by copyright under Australian Copyright laws and is the property of Perth French Tutor or the party credited as the provider of the content. You may not copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any such content, nor may you distribute any part of this content over any network, including a local area network, sell or offer it for sale, or use such content to construct any kind of database without prior written permission of the Perth French Tutor or the copyright holder identified in the individual content's copyright notice.

FOR PRIVATE LESSON/TUTORING

- **Booking**

All prices displayed on the Perth French Tutor's website are in Australian Dollars (AUD) and are inclusive of GST.

All fees once paid are non-refundable and non-transferable.

No lesson will be held if the payment is not received at least 72 hours before the scheduled lesson time.

Either Party may terminate this agreement by giving the other Party at least 2 weeks' written notice. If you have paid for bookings that are scheduled to take place during the notice period, you will be charged the full amount of those bookings. If at the date of expiration of

the notice period you have paid for bookings that are scheduled to take place after the end of the notice period, Perth French Tutor is entitled to retain 50% of all prepaid fees and Perth French Tutor will refund the balance of prepaid fees to you (as long as all terms and conditions have been respected) within 7 days of you providing Perth French Tutor with your banking details.

- **Cancellation Policy**

If you miss, cancel or change your booking on the day of your lesson or the day before your lesson, you will be charged the full amount of the lesson regardless of the reason. This policy is in place out of respect for the teacher/tutor and the students. By giving last-minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

- **Rescheduling**

Once paid the fee is valid 3 months from the date of purchase; the tuition can be rescheduled twice as a maximum during the 3 months following the receipt of payment as long as the cancellation policy is respected. Perth French Tutor cannot be held responsible if the student experiences problems rescheduling the tuition within the 3 month period.

- **Scheduling time and location**

The lessons' time and location are specified on the confirmation email sent by Perth French Tutor once payment has been received. The scheduled times in the confirmation email are in Australian Western Standard Time. It is the responsibility of the student to check their emails (and junk folders). It is not the responsibility of the teacher/tutor to remind the students of their scheduled lesson time and location. Perth French Tutor is not responsible for wrong booking times or dates.

- **Late and No show**

The teacher/tutor

If the teacher/tutor experiences problems at the time of a scheduled lesson and is unable to provide a regular service, the tutor will reschedule the lesson at the earliest convenience.

If the teacher/tutor is no more than 15 minutes late, the lost time will automatically be compensated for by prolonging the lesson by such amount of time (unless the student cannot stay at the end of the scheduled lesson time. In that case, the lost time will be rescheduled by mutual agreement to a later date).

If the teacher/tutor is more than 15 minutes late, the amount of time that was lost will be rescheduled by mutual agreement to a later date.

The student

Students must inform the teacher/tutor as soon as they know they will be late for their session. After 15 minutes from the starting time of the session, if the teacher/tutor has not been informed, the students will be considered no-shows. Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by the students. Students who have informed the teacher/tutor and who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions.

Online tutoring

For online tutoring, the teacher/tutor will be on the video call waiting for the student to join for 15 minutes from the starting time of the session and will disconnect after that time if the students have not informed the teacher/tutor of their late arrival and will be considered no-shows. After 15 minutes, the student must contact the teacher/tutor if the student wants to connect during the time remaining. The teacher/tutor will then let the student know when the teacher/tutor will be back at his or her computer (usually a few minutes is needed). We ask for the student to kindly wait for the teacher/tutor to reconnect to the video call.

- **Class length**

Each 1-hour class includes a 55-minute live conversation class and a 5-minute to give personalized feedback, more corrections, explanations, tips and homework.

Each 90 minutes class includes an 85-minute live conversation class and a 5-minute to give personalized feedback, more corrections, explanations, tips and homework.

- **Online session**

You agree to be online and ready for your session at the agreed-upon time.

Before you have your lesson, Perth French Tutor expects you to have the video conference Zoom properly installed and functioning on your computer. It is also required that you have a functional webcam and microphone.

- **Technical issues**

The video conference Zoom is extremely reliable. If you have electricity or technical difficulties with your computer, webcam, headset or Zoom from your side, Perth French Tutor cannot be responsible if you miss a class or part of a class. Perth French Tutor does not and cannot warrant or guarantee that online lessons will be uninterrupted or error-free. We are not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and you acknowledge that the online service may be subject to limitations, delays and other problems inherent in the use of such communications facilities. If the connection speed is slow, Perth French Tutor may ask you to turn off your webcam to increase the connection speed with the service.

Please note:

- If the tutor feels threatened or uncomfortable for any reason, the tutor may immediately terminate the lesson and the student will not be entitled to any refund for the unexpired period of the lesson.
- Lessons cannot be conducted over the phone.
- All students have the option to use online tutoring in place of face-to-face lessons at any time.

FOR GROUP CLASS

- Students must enrol for the entire course and all fees must be paid in full at the time of registration.
- No spot in the class will be held if the payment is not received at least 72 hours before the start of the class.
- No refund or credit will be given for missed classes or if a student changes his mind and withdraws before the beginning or the end of the course paid.
- If the teacher/tutor experiences problems at the time of a scheduled class and is unable to provide a regular service, the teacher/tutor will reschedule the class at the earliest convenience. If the class is rescheduled and you are unable to make the new date, the teacher/tutor will arrange for a refund of the cost of the rescheduled class if requested by the student in writing within 14 days after the new date has been announced. In that case, the tutor will refund the fee of the specific class to you within 7 days of you providing the tutor with your banking details.
- Perth French Tutor reserves the right to redirect a student to another class level, at any time, if the student's level does not match the rest of the class.
- If the tutor feels threatened or uncomfortable for any reason, the tutor may immediately terminate the lesson and the student will not be entitled to any refund for the unexpired period of the lesson.

FOR VOUCHERS

- Our Private French tuition or French classes' terms and conditions mentioned above apply to bookings made from the voucher. The voucher is only good for single use; non-transferable and cannot be redeemed for cash or used in conjunction with any other discount or offer. Any additional cost exceeding the value of the voucher will be paid by the redeemer.
- The voucher must be fully redeemed by the expiry date shown on the gift voucher and any remaining amount is not exchangeable with cash or another voucher and will be automatically forfeited.
- The voucher will not be replaced when lost, damaged or stolen, is valid only at Perth French Tutor and in the event of any dispute, Perth French Tutor's decision is final.

STUDENT UNDER 18

- At all times during lessons students under the age of 18 remain the responsibility of parents. No liability: the tutor cannot be held responsible for who picks the student up or if the student decides to leave unaccompanied.
- Parents are welcome to stay during the lesson. You must advise the tutor if your child has any medical issues in which case the tutor can refuse to provide a lesson unless a parent is present.

Thank you for your understanding and cooperation, Perth French Tutor.

These terms and conditions comply with Australian Consumer Law.

