



<http://www.geticfierycrystalx-onlineenglishtutoring.com>

## Terms and Conditions

### 1. TERMS

- i. **Learner** = any person **10 years or older** who wants to study English privately
- ii. **Client** = a learner who has decided to pay for classes; a person can be both a learner and a client if he/she is studying individually; in a pair of two learners, although both are considered learners, only one of the members is considered a paying client; if both learners are minors, the parent of one of the learners is considered a paying client
- iii. **Class** = tutoring/teaching/coaching/lesson period or session
- iv. **Instructor** = language tutor/teacher/coach
- v. **Minor** = any person who is **younger** than 18 years old
- vi. **Adult** = any person who is 18 years old or older

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### 2. NUMBER AND AGE OF LEARNERS

- i. Unless otherwise agreed, only **1 or 2** learners are allowed to study per hour per instructor.
- ii. Learners are **solely** responsible for **starting** and **ending** their own pairs.
- iii. Unless otherwise agreed, learners only **10 years old or older** are allowed to study online with us.
- iv. Minors **10 to 17 years old** are **not** considered paying clients. Only **adult learners** are allowed to become **paying clients**. In this situation, parents are considered paying clients.

### 3. CLASS DURATION AND NUMBER OF CLASSES

- i. Unless otherwise agreed, class duration is offered in 15, 20, 25, 30, 35, 40, 45, 50, 55, or 60 minutes.
- ii. Regular online **60-minute** classes usually last **60 minutes (1 hour)** if instructors do **NOT** have classes booked one after another.
- iii. Regular online **60-minute** classes last **50 to 55 minutes** if instructors have classes booked one after another.
- iv. Learners must commit to attending **20-minute, 40-minute, or 1-hour** classes in good faith **twice** or **three times a week**.

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v. Unless otherwise agreed, classes usually run from **Monday to Saturday**.

#### **4. PAYMENT, REIMBURSEMENT, CLASS ATTENDANCE AND RESCHEDULING**

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- i. Payment must be made at **ONE TIME** and in **FULL** before classes can be booked for **ALL** plans.
- ii. Payment must be made by only **ONE** client who is an **adult**.
- iii. If learners choose to study in a pair, then **one of the learners** must choose to become the **paying client**.
- iv. Learners must **promptly** attend the paid and booked classes in good faith.
- v. Learners may book classes as soon as they have paid their hours in full.
- vi. Classes may be booked **14 days in advance**.
- vii. The latest that learners can book classes is **24 hours before the start of the class**.
- viii. There is **NO** cancellation of classes by either learners or instructors, just **rescheduling** of classes.
- ix. Learners who cannot attend a class for whatever reason need to give instructors a warning of **at least 24 hours** so that instructors may reschedule missed classes right away. Conversely, instructors who cannot attend a class for whatever reason need to give a warning to the learners of **at least 24 hours**.
- x. If one of the members of a pair is consistently absent and, as a result, may want his/her fees reimbursed, it is the **sole duty** of the other pair member to reimburse him/her.
- xi. **NO** fees will be reimbursed once **one-time full payment** has been made, classes have been booked, and even **ALL** or **PART** of the classes have been taught.
- xii. Because no fees will be reimbursed, we suggest that **ALL new learners** and **ESPECIALLY those who study in pairs** first start out by making a one-time full payment on the **Mini 20, Mini 40 and Hourly plans** before committing to other longer plans.

**Last Update: 20.04.2020**

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