

About This Agreement

This agreement is between:

- **Tutor:** Victoria Rowland
- **Learner:** Jean-Baptiste Allard

It explains the contract for our lessons, so we both have clear expectations.

1. Lessons

- Lessons are 60 minutes and take place online. (Teams or Skype).
- In our first lesson, we will practice different skills and create learning goals together. In every lesson after that, we'll focus on your learning goals - for example, speaking, listening, reading, writing, grammar, or English for work or everyday life.
- We will agree a regular day and time. With notice this can be changed, depending on my availability.

2. Learning Materials

- I will give you lesson materials such as worksheets or online resources, where appropriate.
- You will receive your personalised lesson notes on a PDF or in a WhatsApp message after every class. I suggest you review these notes for your own progress.
- You're welcome to suggest topics or bring materials you want to use. If you are in a group, this must be agreed with every member before class.
- I keep a Google Drive for every student - if you would like access to this, just ask!

3. Cancellations

- Please give at least 24 hours' notice if you need to cancel or move a lesson. I will do the same. We can agree another time to have the lesson.
- If you cancel with less than 24 hours' notice, the full fee will still be charged and you will 'lose' the lesson. If you are in a group, your group can continue without you.
- If you make regular short-notice cancellations I will give your regular lesson time to waiting students and we will agree another time.

4. Punctuality

- If you're late, please send me a message - I'll wait a maximum of 20

minutes. If you are more than 20 minutes late, I will consider it a cancellation. If you are in a group, we will start without you.

- Unfortunately, I can't extend the lesson time if you arrive late.
- If I'm late, you will have the full lesson time, or I will add any missed time to a future class.

5. Payment and Refunds

- The lesson fee is £35 per hour, or £50 per hour for groups of 4 people, maximum. If I change my prices, I will give 4 weeks' notice.
- If you buy more than 10 lessons, you receive a 10% discount.
- Payment is made in advance. If I haven't received a payment, we will not have a lesson.
- Payment can be made by bank transfer or Stripe. Exchange or bank transfer fees are your responsibility, so we can discuss the best method for you.
- Any paid but unused lessons can be used in the future (within 6 months), or you can give them to a friend. I do not offer refunds.

6. Privacy, Confidentiality and Respect

- Everything we discuss in lessons is confidential.
- I do not tolerate any language that perpetuates racism, homophobia or hate of any kind. We can share opinions, but not hateful language.
- I reserve the right to suspend lessons or block contact, without notice, with students who are rude or aggressive in any way.
- Please share my website but do not share my personal number without asking me.

7. Ending Lessons

- You can stop lessons at any time - but please tell me one week in advance.
- Any paid but unused lessons will be used in the future (within 6 months), or you can give them to a friend. I do not offer refunds.

8. Contact

If you need to contact me, please use:

- 123456789

I do not always reply on weekends or after 5pm, UK time. I do not expect immediate responses from you - please do not expect them from me!

Thank you for your understanding!

Vikki