



## Terms and conditions- Home Tuition

### 1. General

1. TELC UK is open 50 weeks per year. We are closed on public holidays and during the Christmas / New Year vacation.
2. By accepting the school's Terms and Conditions, you also agree to respect school staff and other students. Unreasonable behaviour will not be tolerated and may result in your being suspended or your course cancelled with no refund.
3. TELC UK does not accept any responsibility or liability in the case of accidents, illness, loss of or damage to personal effects.
4. Students must attend regularly and punctually. TELC UK reserves the right to exclude or suspend students if their attendance is not satisfactory or for reasons of misconduct.

### 2. Tuition Booking

1. Course fees are strictly non-transferable to any other person.
2. Your registration will expire if you do not take any course for a consecutive period of twelve months.
3. Acceptance for examination courses is subject to passing an entry test. Students who do not pass this test will be placed in another suitable class until the appropriate language level is reached.
4. Examination course fees cover tuition but do not include registration for external examinations. It is your responsibility to ensure that you register for examinations in time and that examination fees are paid on time.
5. Any personal holiday weeks must be agreed at the time of registration and arranged with at least 4 weeks advance notice.
6. Course teachers may be changed at any time at the discretion of the school.
7. The school reserves the right to alter course dates and timetables, fees and any particulars without prior notice. Students who have started or reserved courses will be unaffected by any such changes.
8. There is an administration charge of £50 for all course cancellations.
9. Refunds will be made according to the original method of payment. Any transaction charges are paid by the student and will be deducted from the amount refunded.
10. For a one-off tuition or induction lesson, a student agrees to pay the agreed fee of the lesson to TELC UK at least 4 days before the lesson. For continued tuition lessons, the student agrees to pay the agreed fees in advance.
11. A student is responsible for payment of fees to TELC UK and not to the tutor. Where a payment is not made within 14 days of the requested date, we reserve the right to terminate your membership and cease any further services.
12. A student must not discuss fees and/or any other charges with the tutor.
13. A student must not seek, receive or accept tuition from the contracted tutor or any other tutor who is a member of TELC UK without prior agreement with TELC UK.
14. The student agrees to sign the tutor's timesheet after each lesson. In addition, the student must keep his/her own record of the number of hours of tuition received.
15. By registering to use our services, a student acknowledges that individual tutors may have different teaching methods and styles, and that although tutors are selected by us, they are not trained by TELC UK.
16. A student acknowledges that TELC UK is not responsible for the tutor's performance or the outcome of the tuition and/or other services received by the student.

17. A student shall indemnify TELC UK in related to any liability arising from a student's use of the website, tutoring and/or other services and all matters arising from such use.
18. A tutor cannot be held responsible for child minding, guarding a house and household effects, during tutoring. It is the responsibility of the student and/or nominee to ensure that a responsible adult is on the premises at all times.
19. A student is responsible for informing the tutor and TELC UK of any periods where tuition cannot take place or is not required. This includes illness, holidays and other periods of absence.
20. Cancellation policy: once your course has started, you may cancel any lesson subject to the following charges:
  - o Cancellation *by noon* Friday of week before lesson: No charge
  - o Cancellation *by noon* of day before lesson (or *by noon* Friday before a lesson the following Monday): 50% of lesson fee
  - o Cancellation *later than noon* of day before lesson (or *later than noon* Friday before a lesson the following Monday): 100% of lesson fee
21. A student must give at least 7 days notice in writing to both the tutor and TELC UK should tuition no longer be required. This will allow the tutor to plan and/or complete his/her work with the student as well as plan his/her other commitments. Students may either e-mail or post their notice to TELC UK.
22. A student understands that TELC UK has the right to suspend or terminate its services at any time if, in our view, there has been a breach of the contract, abuse of our services or the bringing of our services into disrepute.

**If at any time you need assistance please contact us on +44 (0) 208 144 77 17.**

**You can also book all courses on our website [www.telcuk.com](http://www.telcuk.com)**