

Auf Deutsch German Tuition

Terms & Conditions

In these Terms and Conditions “Auf Deutsch” / ”the Tutor” refers to the business and people providing this language tuition service.

The terms “Client(s)/Student(s)” refer to the users of the service and/or to the people paying for the service on behalf of the student.

Scheduling

The tutoring will be at the times mutually agreed upon by the Client/Student and the Tutor.

Contract clients, clients who are not on a Pay Per Session basis, are guaranteed the same time slot each week for the length of the contract. Periodically, the Tutor may request of the Client/Student to change their regularly scheduled appointment. The change in scheduling will only be made upon approval and consent of the Client/Student.

Clients who are on a Pay Per Session basis will have the same time-slot subject to Tutor’s availability. At least one week’s advance notice will be given to the Client/Student before any changes are made.

Cancellations and Rescheduling

A cancellation may be given by email or SMS message. However, direct phone contact should be attempted where possible so that an alternate time may be arranged.

A. Client Cancellation

Students must give at least 24-hours notice if they wish to cancel or reschedule a lesson. Without this notification, the cancellation will be considered a late cancellation and charged in full. Please note that in case of Monday classes, cancellations must be made on the previous Friday at the latest.

B. No-Show Policy

Clients/Students who are not present at the pre-determined time and location or who are more than 15 minutes late are considered No-Shows. If the Client/Student is a No-Show, he or she is still responsible for payment of the tutoring session.

Pay-Per-Session Clients/Students must present payment for the session in which he or she was a No-Show and the next session for tutoring to continue. Until full payment is made, all future appointments will be suspended.

C. Tutor Cancellation

If the Tutor misses an appointment without any notice, the student will get one additional lesson for free.

Early Withdrawal

If the Client/Student needs to terminate the Tutoring Contract prior to the last contracted session, the Client/Student must provide the Tutor with one week's written notice. Notice is given upon receipt by the Tutor. Telephone calls are not sufficient notice. Notice must be given either by letter or by email to tatjana@aufdeutschonline.com .

The Client/Student will still be responsible for remaining sessions scheduled during the Client's/Student's final week.

Upon notice and within 50% or less of course completion, a refund of 50% will be issued for the remainder of the course. Refunds will be made by cheque fourteen business days from the date notice was received. As an alternative to a refund, the Client/Student can request a voucher for the full remainder of the course. This voucher is transferable to another party. No refund or voucher will be given if the Client/Student has completed more than 50% of the course.

Course Completion

Any singular course booked must be taken within 12 months from the invoice date.

Liability

The Tutor is committed to providing the best possible service and will do everything in their ability to help skill sets to develop and/or improve. However, they cannot be held accountable or responsible for the academic success or lack thereof demonstrated by the Student/Client.

The Tutor is not liable for any direct or indirect, incidental or consequential damages arising out of use of her tutoring service, including any errors or omission in the content of her materials. The Client/Student agrees to waive any and all claims arising out of the use of this tutoring service.

All materials created in-house are the property of "Auf Deutsch" and subject to Copyright Law . The Client/Student agrees that he or she will not publish or distribute any portion of any materials without prior written permission from "Auf Deutsch".

Any omission by us to exercise any rights under the above terms and conditions of use does not constitute a waiver of such rights unless such a waiver is expressly accepted by Auf Deutsch in writing.

The Client's/Student's use of this tutoring service and any dispute arising out of it are subject to the laws of England and Wales.

THESE TERMS AND CONDITIONS DO NOT IN ANY WAY AFFECT THE CLIENT'S / STUDENT'S STATUTORY RIGHTS AS A CONSUMER.