

Terms and Conditions for Language Lessons

(November 2009)

This agreement is between Nora Zine ("nzLanguages"/"I") and each client ("you"). By booking lessons with nzLanguages, you are agreeing to abide by the following terms and conditions. Please read them before booking a lesson. I reserve the right to amend or modify whole or part of these terms and conditions at any time. You must accept the new terms and conditions to be able to continue lessons.

Booking Conditions

1. Lessons are payable in full at the time of booking. Your booking will be confirmed on receipt of payment. The payment must be received within 5 days of the booking time. If 5 days elapse from the time of booking and no payment has been received, I will offer the slot(s) to other clients. If your payment is late, I will apply a late payment fee of £5.
2. Payment methods: you can pay by cash, cheque, postal order and credit/debit card via PayPal. Please make cheques/postal orders payable to "N. ZINE". There is a processing fee of 4% for payments made through PayPal.
3. A travel charge may apply.

Cancellation Policy

4. If you cancel a lesson (for whatever the cause of cancellation), the refund will be based on a sliding scale as follows:
 - 21 days or more notice: 100% refund is given (less £5 for administration fee)
 - 14-20 days notice: 75% refund is given (less £5 for administration fee)
 - 9-13 days: 50% refund is given (less £5 for administration fee)
 - 6-8 days: 25% refund is given (less £5 for administration fee)
 - 5 days or less: no refund is given

I will try to replace your cancelled lesson, availability permitted. The replacement lesson must take place not later than 14 days of the initial slot. If you fail to attend or if you cancel the replacement lesson, it will be lost and no refund will be issued. If I cancel a lesson (for whatever reason other than the ones mentioned in clause 5 and clause 12b) I will try to offer a replacement slot. If, however, this is not possible a full refund of the lesson will be offered.

5. No-show: if you fail to show up at a scheduled lesson, you will have to pay the full amount of the lesson and I will terminate this agreement with you. The remaining booked lessons will not be refunded.
6. Lateness: if you are late, please contact me on my mobile (07792 751 892) up to 15 minutes into the lesson. You will be charged the full amount of the lesson. If you are late, the lesson cannot overrun to make up the full booked period, although if it is possible (time constraints allowing) I will endeavour to catch up the missed time. If you are more than 15 minutes late and have not contacted me, I will cancel the lesson and no refund will be issued. If I am late I will reduce the fee on a pro-rata basis.

Liabilities & Other

7. I shall not be liable to you or in breach of contract if I delay in performing, or fail to perform, any of my obligations to you, if that delay or failure was beyond my reasonable control. An event or circumstance beyond reasonable control includes acts of God, war, flood, fire, explosion, civil disobedience, and legislation not in force at the date of this agreement, labour disputes or delays of third parties.
8. I will endeavour to help grades and skills improve but cannot offer any guarantee thereto. I shall not be held accountable or responsible for the students' lack of academic success.
9. I may lend you a book, DVD, etc. A deposit will be required. Such resources remain my property and may be subject to a recall at any time. If you fail to return resources on time or if they are damaged, you will have a financial obligation to replace such property.
10. Please remember to keep your contact details up-to-date whilst having lessons with me: I may need to email you a worksheet, send you a refund, etc.

Termination

11. This agreement can be terminated by you:
 - a) in accordance with the cancellation policy or;
 - b) by immediate notice if I do not comply with these terms and conditions.
12. I reserve the right to terminate this agreement:
 - a) in accordance with the cancellation policy or;
 - b) by immediate notice if:
 - in my reasonable opinion it is under a legal obligation to terminate. The remaining booked lessons will not be refunded.
 - you fail to comply with these terms and conditions. The remaining booked lessons will not be refunded.