

## STUDENT AND TEACHER AGREEMENT

**By starting classes with Emma, I (the student) agree to these terms.**

1. If the student wants to cancel or change a class, then the student must notify Emma before 8pm UK time the day before the class they want to cancel. If the student notifies Emma of a class cancellation or class change after 8pm UK time the day before the class, or on the day of the class, then the student will be fully charged for the class and will lose the class. If Emma cancels the class after 8pm UK time the day before the class, or cancels on the day of the class, then she will add a free 30 minutes to the next class as a form of compensation to the student.
2. Payment must be made before the class. If payment is not received before the class, then Emma has the right to cancel the class and potentially permanently stop classes with the student.
3. Classes must be completed within 4 months (for example, from 1st January to 1st May) from the date the payment is made for the classes. Emma's holidays are not counted as part of the 4 months (for example, if Emma goes on holiday for 2 weeks, you will have 4 months and 2 weeks to complete the classes), however, students' holidays are counted in these 4 months. The student will lose the classes if they are not taken after this 4 month period. Students are also 100% responsible for remembering this 4 month period and should not rely on Emma to remind them.
4. Students are responsible for completing homework and Emma agrees to check and give feedback on homework within 7 working days.
5. Students are responsible for arriving at the agreed time of the class. If the student is late, then this time will be lost. If Emma is late, then she will compensate for this lost time by adding the number of late minutes to the end of the class or the following class.
6. Students can receive 10% off their classes if they pay for 10 in one single payment.
7. Refunds are not given to students unless under exceptional circumstances (for example, a death in the family or extreme illness). This will be discussed on a case by case basis. If the student has paid for 10 classes, then the student will be charged the full £25 per hour rate for the classes they have taken and refunded the remaining amount of what they paid. Refunds are not given to people who are in group classes unless the whole group wants to cancel.
8. Payments can be made via [Paypal](#), [Transferwise](#), or direct bank transfer (ask Emma for her bank details). Payments made outside the UK should be made via Paypal or Transferwise.
9. If the student wishes to stop classes with Emma, then they must notify her of this. Emma will also clearly notify the student via email if she is unable to continue classes with them.
10. Prices for the classes are displayed below.

Number of Students in the Class	1 Hour (per person)*
1 Student - 1 Teacher	£25
2 Students - 1 Teacher	£20
3 Students - 1 Teacher	£15