



Client Terms & Conditions

Contract:

learnthelingo acts as an agent on behalf of the tutor (Tutor) and will introduce the Tutor to the client (Client). When lessons start, you are entering in to a contract with the Tutor. Thorough checks are carried out on each tutor before they join learnthelingo, but if for any reason a client wishes to register a complaint, please let us know within 24 hours of the incident.

Invoices & Payment:

The billing process is managed by learnthelingo.

Upfront payment of the first 3 hours of tuition is requested prior to the first tutoring session.

An invoice will then be emailed to the Client at the end of each calendar month, based on a previously agreed hourly rate & the tutor's completed timesheet. You will not be required to sign the timesheet, however it is advisable to keep a note of your Tutor's hours to avoid any error or confusion.

10% premium for weekends & bank holidays.

10% premium if the class is shared with another student.

Please pay invoices by direct bank transfer, within 7 days of presentation. learnthelingo reserves the right to withdraw tuition if a Client is late with payment.

Cancellation policy:

24 hours' notice is required if the Client needs to cancel, or full charge will apply.

If you need to cancel or change a lesson, please contact the Tutor directly. Any problems, please contact learnthelingo.

Where a tutor is booked for a specific number of hours, we expect the contract to be honoured by the Client.

Expenses:

Any expenses, including travel costs or text books, must be agreed in advance with the Tutor or learnthelingo. These will then be added to your monthly invoice.

Non-solicitation:

The Client is not permitted to make private arrangements for tuition with a Tutor introduced by learnthelingo. If this obligation is breached, the Client will be liable to pay learnthelingo for all sums paid to the Tutor.

Liability:

Whilst every effort is made to monitor standards and levels of tuition, we are only responsible for supplying Tutors, and cannot be held responsible for the content of the lessons and teaching methods. learnthelingo does not accept any liability for any claims by the Client arising out of or related to the carrying out of the tutoring by a Tutor introduced by learnthelingo.

Approval

Acceptance of our services will be taken to represent agreement to these Terms and Conditions.

.....
(Client Name)

.....
(Client Signature)

Address:

Date:

Please return completed form,

either via email: sarah@learnthelingo.org.uk