



# Teacher-Student contract

*An agreement for our mutual benefit*

## 1. Payments and Refunds

- a. Payments are made upfront. No courses will begin until receipt of payment.
- b. If for any reason the student is not satisfied with any aspect of the course, he may request a refund within 48 hours of the end of the first lesson. There are no refunds after this time.

## 2. Cancellations and Rescheduling

- a. To cancel a lesson for any reason, the student must give written notice at least 24 hours before the start time of the lesson. This lesson will be rescheduled without loss of course time.
- b. Lessons cancelled within 24 hours of the start of the lesson will be counted as attended by the student and will not be rescheduled.
- c. Lessons will be rescheduled at an agreed upon time by both student and teacher. Depending on how busy they both are, the lesson might be rescheduled to occur at a much later date.
- d. If for any reason the teacher needs to cancel a lesson, this lesson will be rescheduled without loss of course time.

## 3. Connectivity

- a. By purchasing online lessons, it is assumed that the student is able to connect to the internet and use the platform to take lessons. It is the student's responsibility to have a strong connection to the internet, sufficient for the online lessons to run smoothly.
- b. If any or all of a lesson's time is lost because of issues with the student's connectivity, the student will bear the loss. There will be no additional lesson time given.
- c. If any or all of a lesson's time is lost because of the teacher's loss of connectivity, the time will be recorded and used at a future date agreed on by both student and teacher. The teacher will bear the loss.

## 4. Privacy and Recording

- a. All online lessons will use audio and video. It is the student's responsibility to manage what is shared with the teacher, and vice versa. By learning online together, both agree to enter a trusting relationship.
- b. ESL-tree delivers English lessons and teacher training. To enhance both, ESL-tree sometimes records the contents of lessons. These recordings may be used for personal, professional development, marketing, and/or teacher training. No personal information is recorded beyond what is shared in the lesson. The student gives permission for these recordings to be taken and shared with others, at ESL-tree's discretion.

## 5. Professionalism and Ethic

- a. The teacher will at all times be professional and hardworking. The teacher will treat the student with respect and do his best to help the needs of the student. If the teacher fails in this area, the student will be given a full refund for the course.

- b. The student will be dedicated and hardworking. The student recognizes that without the student's effort, no learning can take place, no matter how professional the teacher is.

By signing below, the teacher and the student both agree to the above conditions.

\_\_\_\_\_  
Teacher

\_\_\_\_\_  
Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date