

Terms and Conditions

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1 GENERAL

- 1.1.1 A pdf of this document will be sent to the client before confirmation of booking. Skye Online English (hereafter referred to as 'the company') regularly updates its course content and this document often changes to show this. The company and the client are bound by the Terms and Conditions laid out in the document. A copy of this document will be emailed to the client at time of booking.
- 1.1.2 The company puts the protection of their staff first. Any mistreatment, such as verbal abuse or bullying, will not be tolerated and will result in the client's course being cancelled with immediate effect.
- 1.1.3 Any disputes between the client and the trainer will be resolved by the company in any way which the company deems fair. Each dispute will be handled on a case by case basis.

2 ACADEMIC

2.1 ENROLMENT AND PAYMENT

- 2.1.1 Enrolment form must be completed and returned. This will be provided by Skye Online English at the time of booking.
- 2.1.2 A 25% non-refundable deposit or full payment of fees must be paid at time of booking. Booking will not be confirmed until confirmation of receipt of deposit.
- 2.1.3 The full payment of fees must be paid in full no later than 5 days before tuition starts.
- 2.1.4 Unless payment or proof of payment has been received by the company, tuition will not commence.
- 2.1.5 Fees are payable via PayPal only.
- 2.1.6 Any bank and credit card charges are payable in full by the sender.
- 2.1.7 All fees are to be paid to the company and not to the trainer.

2.2 CANCELLATIONS AND REFUNDS

- 2.2.1 The company reserves the right to cancel at any time during your tuition with any remaining time refunded to the client. A breakdown of costs will be supplied to the client.
- 2.2.2 If the client cancels their booking more than five (5) days from the start of tuition, the deposit will not be refunded. If all fees have been paid, then all fees minus the deposit will be refunded.
- 2.2.3 If the client cancels their booking less than five (5) days from the start of tuition, after the company has received full payment, we will charge 50% of tuition fees (with the deposit inclusive) and refund the remaining fees paid.
- 2.2.4 If the client cancels their booking after the commencement of tuition, there will be no refund.
- 2.2.5 If the client is late for a face-to-face session and the trainer has been informed, then it is up to the trainer whether to provide a full session.
- 2.2.6 If the client is late and the trainer has not been informed, then any time missed will not be rescheduled.
- 2.2.7 The company reserves the right to cancel tuition at any time prior to the commencement of the first lesson with all fees paid to be refunded (deposit + tuition fees).

2.2.8 The company reserves the right to cancel your booking at any point during your tuition with all remaining blocks to be refunded in full.

2.3 ACADEMIC

2.3.1 The company reserves the right to change the trainer at any time.

2.3.2 The company will issue a digital certificate on completion of tuition and a short report outlining the course content. These documents are not an official assessment of English ability but the level of the content studied.

2.3.3 Online sessions are to be arranged between the client and the trainer directly. The company is not involved in the timetabling unless either party (client or trainer) requests.

2.3.4 All material studied will be specifically chosen/created to suit the needs of the client by the trainer.

2.3.5 A 'Needs Analysis' will be carried out by the company prior to the commencement of tuition. This document allows the company to outline what is needed by the client. This document is only used for the trainer to plan the course content but is available on request.

3 PRICES

Each booking has a different requirement which means a different level of difficulty involved for both the trainer and the trainee. As such, it is not possible for us to display an accurate price list.

However, our minimum fees are as follows:

- Contact Time - £20 per hour
- Administration time - £10 per week per trainee

Example:

Booking = 2 students, 5 hours a week tuition for 3 weeks

2 x Trainee → (5 hours x £20 (£100) + 3 weeks x £10 (£30))

Price per trainee = £130 per week

Total price per trainee = £390

Total price for booking = £780

All prices are shown in Pounds Sterling (GBP) and payable through PayPal only.