



THE HELLENIC CENTRE

ONLINE PRIVATE TUITION TERMS & CONDITIONS

1. The student has to book a minimum of 10 hours which have to be paid in advance. Students are advised to consider carefully their circumstances and personal commitments before enrolment as no cancellation or refund will be possible once the tuition commences. A fee refund is possible only if a written cancellation note is received **before** the start date arranged. The following charges apply: £20 if cancellation note is received 15 days before the tuition commences, £30 if it is received between 15 days and the day before the tuition commences.
2. The hourly fee is £30 if the tuition takes place Monday-Friday, £35 if it takes place Saturday or Sunday.
3. A minimum of 10 hours applies also for a group of two students. In this case the hourly fee per student is £25 if the tuition takes place Monday, £30 if it takes place Saturday or Sunday.
4. If the tuition will take place via SKYPE you have to email to greekcourses@helleniccentre.org, at least five days before your start day, your SKYPE user name. Once received the Centre will email you the teacher's SKYPE user name. If the tuition takes place via ZOOM or GOOGLE MEET a link will be sent to you.
5. At the appointed day and time the teacher will call you. You need to be connected 10 to 15 minutes before the appointed time and make sure that your microphone is working.
6. If you do not reply to your teacher then he/she will remain connected for 15 minutes and wait for you to call him/her back. If you do not contact him/her within these 15 minutes then he/she will sign off and you will be charged for the class.
7. In the event the connection breaks during the lesson and you cannot reconnect within 5 minutes, an alternative day and time will be organised for your class.
8. At the end of each class the tutor has to notify by email the Centre that the class took place and copy the student. The email should give information of the date, start time and finish time of the class.
9. The student can use the 10 hours in any way he/she wishes (e.g. 1 hour once a week, 2 hours every fortnight, 2 hours for 5 consecutive days etc) but he/she has to complete the 10 hours prepaid block within four months from the start day of the contract.
10. Once the lessons start the student has to give the Hellenic Centre a **24 hour cancellation notice** in the event he/she cannot attend a scheduled session. If the student fails to inform the Centre within the specified period, he/she cannot be refunded for the cancelled session.
11. In the rare event the Hellenic Centre has to cancel a lesson but is not possible to give adequate notice (24 hour cancellation notice) the student is compensated by an extra hour added to his/her contract.
12. All financial and administrative aspects of online private tuition have to be dealt with the offices of the Hellenic Centre. The Centre has to be informed in advance of any changes to the agreed timetable; changes are possible only when there is mutual agreement between the student and tutor.