

## Terms and Conditions

### To start

1. Speak with us about your availability and schedule a risk-free trial. You'll receive the zoom link from me.
2. Establish a regular day and time for the classes.
3. Look for a spot to study that is peaceful and distraction-free; headphones are excellent. I have no issues with a baby this because it's understandable.
4. Make sure your internet is strong enough for the lesson so we don't have many distractions.

### Others

1. Please be punctual and come to the class on time. If you are late I can't expand the class time for you. If you are going to be late for any particular reason please inform me prior.
2. Writing assignments will be done via 'google docs' my email is coyoteinfo2@gmail.com.
3. I usually conduct the classes via zoom but I am fine with using google hangouts or Skype if you prefer.
4. Please let me know in advance so that I can prepare the lesson if you need to study something (specific grammar or something for an exam).
5. If there are significant internet issues that make the class difficult to conduct, we can reschedule for a different day.
6. If you have a child aged 6-7 it's important an adult is at hand in case anything goes wrong.

### Payment

7. The classes must be paid beforehand in euros or pounds only. There are a few different methods you can use.
8. If you have paid for a certain number of lessons, you may be eligible to recover the balance of your payment back if you are not completely satisfied with the classes.

### Cancellations

9. If you need to postpone the lesson, please do so at least 24 hours in advance by WhatsApp. Losing the class will result from failure to notify us within that time frame.
10. If you have to miss the lesson, you can switch it to another day, however it depends on your availability.