



Individual and Small-Group Lessons: Terms and Conditions

The following policies apply to all individual and small-group lessons through ESL Advantage:

Schedule:

1. Student and teacher will meet at agreed-upon times and locations, whether Online or In Person.
2. Student may increase, cancel, skip, or pause lessons at any time, without additional cost, provided 24-hour advance notice is given to the teacher.
3. If a student pauses lessons for more than 2 weeks, it is possible that a student's preferred meeting time may be permanently given to a different student.
4. Teachers will make every effort to keep a consistent schedule from week to week. However, if a temporary or permanent change of lesson time/day is necessary for a teacher, the student will be informed about this change as soon as possible so that an alternative schedule can be arranged.

Format:

1. **In-person lessons:** Student and teacher will meet at an agreed-upon convenient location.
2. **Online lessons:** Teacher will provide a link to either MS Teams or Google Meet. Student is responsible for downloading any needed software to ensure a reliable connection.
3. **Online and In-person lessons:** Prompt starting and ending times will be maintained. Reasonable consideration will be given for any unexpected difficulties or delays.

Content:

1. Student and teacher will agree together on lesson content. Changes to content can be made at any time, depending on preference and overall goals.
2. Student will be responsible for the cost of any necessary student textbooks, notebooks, and supplies. Teacher may provide additional resources from time to time, free of charge.
3. **Online lessons:** Student will be responsible for having lesson materials ready, including printing items as needed. Student must also have either an internet-capable computer with a camera and microphone, or a video smartphone, as well as a quiet place to participate in lessons without distraction.

Cost:

1. Lesson cost is based on the price of a 60-minute session and is available on our website.
2. Private tutoring payments must be made no later than the day of tutoring. Advance payment is also accepted.
3. Student may pay for one lesson at a time or for a block of lessons, according to their preference.
4. **Group Lessons:** Group lessons are subject to Washington State sales tax. Sales tax rates are calculated based on the location where the lesson takes place, and will be added to the total cost of the lesson.
5. **Payment methods:** Payments can be made in person by **cash** or **check**, or online by **credit card, Venmo, or Zelle** bank transfer. Checks should be made out to '**Advantage Services.**' Please note a 3.1% processing fee is charged for credit card payments.

Absences:

1. If a student arrives late or fails to come to a lesson (either Online or In-person) without notifying the teacher at least 24 hours in advance, the student will be charged the full session fee.
2. If 15 minutes have passed since the agreed start time, and a student has not arrived and has not communicated with the teacher about arriving late, the teacher has the option to end the class session at that time, with the student being charged the full cost of the agreed-upon lesson.
3. Cancellations due to unexpected emergencies or bad weather conditions will be given special consideration.

Payment of lesson fee indicates agreement with these student policies. Any questions or concerns can be directed to info@esladvantage.org

Thanks for choosing ESL Advantage!

ESL Advantage reserves the right to change the program content, schedules, cost, and provision of programs.