

Terms and Conditions

These are the rules governing the services I provide.

All students **must agree** with the terms below before lessons commence.

Enrolment - All Students

1. When you enrol in the course, you automatically agree with these terms of service.
2. The enrolment is realised by filling the electronic enrolment form, sent to you once your application has been accepted.

For Private tuition - click [here](#)
For Group Courses - click [here](#)
All Students - click [here](#)

Rules for Group Courses

1 - Group Courses - Duration

- 1.1. When you enrol in a group course, you are paying a reduced price for a set number of lessons comprising the course. Check the documentation of the course you are enrolled in to confirm the number of lessons included in the package.
- 1.2. Each lesson lasts for 60 minutes.
- 1.3. Interruptions and Frequency of the lessons: as stated above, your course will deliver the number of lessons included in the package regardless of any interruption taking place, be it due to bank holidays, end-of-year annual teacher's leave or any unforeseen circumstance. The teacher will inform all students of the proposed lessons calendar.
- 1.4. Lessons are delivered on a weekly basis.

2 - Group Courses - Student Absence

- 2.1 Lessons will go ahead according to the lessons' calendar regardless of the number of students present in the classroom. This means that the package does not include extra lessons delivered for absentees to make up for missed lessons.
- 2.2 It is the student's responsibility to attend all lessons and arrive on time.

2.3 Extra lessons can be purchased by students whenever necessary. Please, get in touch with your teacher to find out about prices and availability.

3 - Group Courses - Course Fees and Payment

- 3.1 Group courses are sold as a lessons package paid via monthly invoices on a fixed charge.
- 3.2 Students must pay the monthly invoices by their due-date.
- 3.3 Late payments will incur a penalty fee of 10% over the total of the invoice and recurring.
- 3.4 Portuguese on Demand reserves the right to withdraw its services from Students who constantly fail to pay their monthly invoices by their due dates.

4. Group Courses - Certificate and Course Completion

4.1 Students will be awarded a Certificate of Completion at the end of their courses provided they have been present in at least 80% of the lessons and succeeded to complete the non-compulsory End of Course Test with a 7 mark or above.

Classroom rules

- 1. Smoking or alcohol consumption is not permitted anywhere in the building.
- 2. You agree to **switch off and put away your mobile phone** during the length of your lessons, regardless whether they are delivered in person or online.
- 3. The use of recording devices is not permitted unless with my specific instruction.
- 4. The Church (where the classroom is located) has no waiting room and entrance into the building will be allowed no earlier than 5 minutes before the scheduled time of your lesson.
- 5. You agree to avoid any interruption during the duration of your lesson. Any interruption caused by the student will not be compensated in the length of class.
- 6. You are responsible for the care of books, DVDs, CDs and any other material loaned to you and will be held accountable for loss of, or damage to, these and any other classroom media material, including flashcards and games belonging to me which might be under your care.

Rules for Private Students and Private Groups

1. Booking your lessons (Private Students)

- 1.1. Lessons are booked and managed via the Booking Website and are confirmed upon payment.
- 1.2. Once you reserve your preferred days and times via the Booking Website, an invoice will be sent to your e-mail address and payment is expected within the due date stated in the invoice.
- 1.3. Once payment is made, your reservation is confirmed. **Non-payment within that time incurs in the cancellation of the reservation.**
- 1.4. If a reservation is cancelled due to no payment, an e-mail will be sent prompting the student to reserve a new slot. A new invoice will be generated with a new due date.

2. Lessons and Course Cancellation (Private Students)

- 2.1. Lessons are managed via the links sent with the confirmation e-mail.
- 2.2. You can change or cancel your lessons free of charge using the Booking Website up to 24 hours before they are due.
- 2.3. **Lessons cannot be cancelled or changed 24 hours before they are due.**
- 2.4. If you miss your lesson or cancel it 24 hours before they are due, you will forfeit the fee paid.
- 2.5. In the rare event I need to cancel your lesson, I will either reschedule it asap or add the fee paid for it as a credit to be redeemed in your next invoice. I can also reimburse the fee you paid if you request me to. Reimbursements are processed in 30 days.
- 2.6. You and I may cancel the course as a whole at any time with a week's notice to the other by sending a Cancellation Notice in writing via email or post, confirming the cancellation of the course. Please see item 7 for rules:
- 2.7. If you decide to cancel your course, lessons that are due on the week of the cancellation will be forfeited and the subsequent lessons paid for the remainder of the month and still not attended will be reimbursed to you by cheque via post. Refunds may take up to 60 days to process once the Cancellation Notice has been given.

3. Payment rules and expire date (Private Students)

- 3.1. Payments are made via bank transfer, all details are stated in the invoice.
- 3.2. Lesson fees do not include course books, extra materials, translations, travel expenses, social events where fees are charged or personal and health insurance.
- 3.3. **You must use the lessons you confirmed through payment over a period of 60 days from the due date of their invoice.**
- 3.4. Confirmed lessons not used after the period of 60 days will be considered as "attended" and Portuguese on Demand will retain the fee paid.

4. Online lesson rules (Private Students)

4.1. Online lessons are delivered via Zoom.

4.2. You agree to read the technical instructions regarding Online Tuition (please, refer to the document sent to you via e-mail) and adhere to the rules below:

4.3. The Zoom room will be opened 10 minutes before each session and you are welcome to join the 'waiting room'. At the time agreed for your lesson, I will admit you into the main room.

4.4. In the event you are not ready to join the session, I will text you to let you know your lesson has already started.

4.5. **I will wait by the computer for up to 15 minutes in case you are late for your lesson. After 15 minutes have passed, I will mark the lesson as attended. No re-scheduling or reimbursement will be granted.**

4.6. I will not compensate for loss of lesson time due to problems with your internet connection or issues with your equipment. If I experience problems with my internet connection or equipment during your lesson, I will compensate for the loss of time either by extending the lesson or by scheduling an extra session with the duration proportional to the length of the time lost.

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1. Smoking or alcohol consumption is not permitted anywhere in the building.

2. You agree to **switch off and put away your mobile phone** during the length of your lessons, regardless whether they are delivered in person or online.

3. The use of recording devices is not permitted unless with my specific instruction.

4. The Church (where the classroom is located) has no waiting room and entrance into the building will be allowed no earlier than 5 minutes before the scheduled time of your lesson.

5. You agree to avoid any interruption during the duration of your lesson. Any interruption caused by the student will not be compensated in the length of class.

6. You are responsible for the care of books, DVDs, CDs and any other material loaned to you and will be held accountable for loss of, or damage to, these and any other classroom media material, including flashcards and games belonging to me which might be under your care.

All Students

Student Support rules

1. E-mail support includes homework queries and any task I asked you to complete independently.
2. E-mail support does not include personal translations, research and the marking of mock tests or extra tasks which have not been assigned by me. All these extra queries will be dealt with during your lessons.
3. All queries which fall in the category of "email support" stated above will be replied in 48 hours.
- 4 Personal translations, regardless of their length, are charged by word (in the language of the document being translated), according to the fees applied by professional translation agencies, as seen below. Due to time restrictions, I cannot accept translation requests for texts with more than a thousand words.

| Word Count | Price |
|--------------|-------|
| less than 50 | £ 5 |
| 51 - 99 | £ 7 |
| 100 - 299 | £ 10 |
| 300 - 499 | £ 15 |
| 500 - 1,000 | £ 25 |

Privacy Policy

1. The booking and payment data which is provided by you will be treated with absolute confidentiality.
2. You agree that I keep your personal records on my computerised systems. (these will not be shared with any third party). Should any circumstances change it is your responsibility to keep me informed of all changes, in particular, of any changes of home address in the UK, as well as changes to emergency telephone numbers, contact names and change of email address.

Liability

L1. Students are advised that the Portuguese on Demand, its employees and its representatives accept no liability for personal injury and / or loss of /damage to personal property in the classroom premises, whether by fire, burglary, theft or otherwise. This condition also applies to public and private places when students are on trips, excursions or events promoted and guided by Portuguese on Demand or its representatives.

L2. Students may from time to time be photographed, the photographs of which may be used in the promotional / publicity material in this website, blog and classroom posters. The student has the right not to be photographed. Portuguese on Demand reserves the right to all photographs and the use of these photographs in promotional material where permission has been granted for their use. The copyright to all photographs shall belong to Portuguese on Demand.

L3. It is the policy of Portuguese on Demand not to divulge any personal details of students to a third party, other than to the appropriate authorities, without the student's prior consent.

These Terms are governed by the law of England and are subject to the exclusive jurisdiction of the Courts of England.

For the Complaints Procedure please, refer to the website.