

SKYPE tutoring Terms and Conditions

All our Skype French lessons are delivered online through Skype with a 'live' teacher as 1:1 (private tuition).

What do you need for a SKYPE Lesson:

To take our Skype lessons, you need: a computer, a broadband or a good wireless connection, a microphone, and a webcam. See instructions below:

How to use SKYPE

- Step 1: Check that your computer has a built-in microphone, if not you will have to buy a headset such as a VOIP/SKYPE Hands free Stereo Headset w/ Microphone.
- Step 2: Check that your computer has a built-in webcam, if not you will have to buy a separate webcam.
- Step 3: Download the software from Skype.com and create a Skype user name. Skype is free to download (If you need support visit their FAQs page).

HOW TO ENQUIRE/BOOK PRIVATE TUTORING

Please, download and fill in the following form.

Return the form to contact@afnewcastle.com.au

We encourage to apply for private tuition at least 2 weeks before you wish to begin.

WHAT HAPPENS NEXT?

The AFN coordinator will contact you to confirm the form has been received and will keep you informed about the availability of a teacher.

The AFN Coordinator will confirm with the students the day and time that suits both the student and the teacher. Once the tutoring schedule is being confirmed, the payment can be organised. Please note that the payment of the package will be required **in full** at least 72 hours before the first confirmed lesson.

Payment is available via Bank Transfer to the AFN Bank account.

If AFN does not hear from you within 3 business days of confirming the availability of a teacher by email, your teacher may be reallocated, or no longer available to take your class.

A minimum of 5 sessions is required for any Skype bookings.

If you have frequent business trips, irregular working hours or simply cannot commit to a fixed schedule, we can accommodate you. In this case we might have to assign 2 teachers on your program.

You are responsible for having installed and configured the software (Skype) on your computer.

You are responsible for ensuring that you have a working high-speed internet connection, headset and microphone for your lesson. Before your first class, allow some time prior to your lesson to make sure everything is working.

Cancelations and changes:

In case you need to cancel or change the tutoring, please, make sure to read the following:

- All communication regarding changes or cancellation must be made **by email at contact@afnewcastle.com.au**. Please make sure to indicate in the subject of the email TUTORING CANCELLATION / TUTORING CHANGES.
Failure to notify Alliance Française de Newcastle of a lesson cancellation prior to 24 hours before the scheduled lesson time will result in the full fee being charged for the lesson. Therefore, the class will not be rescheduled. Cancellations on behalf of minors must be made by their parent/s or guardian/s.
- Skype and Private classes start and finish on the agreed time between tutor and student. If a student arrives late to a Skype lesson, the tutor may not be able to teach longer than the initial agreed time.
- Private Tuition packages are non-refundable. The following items are non-refundable \

 - Membership Fee (your Alliance Française Membership is valid independently from Private Tuition Sessions and still allows you to discounts on our events and movies, classes and free access to Culturethèque).
 - Textbooks may only be refunded if they have not yet been collected from Reception.

Cancellation by AFN:

In the event of Alliance Française de Newcastle experiencing problems at the time of a scheduled lesson and we are unable to provide our regular services, we will arrange for another lesson at the earliest convenience for both student and teacher. Alternately, we will organise a credit note for future lessons.

Deferring your package

1. When a committed student is no longer able to attend class for the remainder of a package, we might be able to organise a partial credit note. Credit notes may be provided strictly in the event of one of the following unforeseen circumstances
 1. Following an accident or trauma (supporting documentation required);
 2. Medical treatment that prevents the student's completion of the package (supporting documentation required)
2. Applications for credit notes must be addressed **in writing by email to** the AFN Coordinator at contact@afnewcastle.com.au
3. Credit notes will be calculated as per the decreasing price schema for Private Tuition fees. That is, the amount of credit given will be calculated according to
 1. The number of hours originally purchased in the package;
 2. The price paid per hour for the original purchase; and
 3. The number of hours remaining to the student on the package.
4. Strict conditions apply
 1. Credit notes cannot be refunded for money;
 2. Credit notes are valid for a period of 12 months from the date that they are processed;
 3. Credit notes' validity cannot be extended;
 4. Credit notes are not transferable;

Credit notes are not valid for external products sold by l'Alliance Française such as *Alliance Française French Film Festival* tickets or events.