

## **Julie Olliero**

### **Teaching under licence from La Jolie Ronde Ltd.**

Licence number: 15649

Address: 44 Pine Place, Glasgow, G5 0BX

Tel. 07762428875 – Email: [julie@learnfrenchglasgow.co.uk](mailto:julie@learnfrenchglasgow.co.uk)

Website: <http://www.learnfrenchglasgow.co.uk>

## **TERMS & CONDITIONS**

All customers are expected to abide by the terms and conditions. In the unlikely event of failing to do so, a customer may be requested to discontinue classes and a refund will not be eligible in these circumstances.

The present terms and conditions apply to both face to face classes and online classes.

### **General Terms & Conditions**

- You should aim to be on time for the start of class to ensure your child doesn't miss anything and to be prompt for collection at the time the class finishes.
- We recommend your child uses the toilet before every class, as to not interrupt their learning whilst in class.
- Children are expected to behave in a civilised manner towards everyone and foul language is not accepted at any time.
- Should your child suffer from a medical condition, health issues and/or allergies please inform us in writing in the booking form.
- For face to face classes, during bad weather you are advised to contact the tutor before setting out to check whether the classes are running.
- Should you decide to withdraw your child from classes, we request that you notify us in writing as soon as possible before the start of the next term so that the place can be allocated to another child.
- For face to face classes, the tutor is only responsible for children within the classroom during scheduled class hours, and it is your responsibility to ensure that your child is collected on time.
- For online classes, you are fully responsible for your child if they are taking part in online classes.
- Online classes may replace face to face classes in the event that face to face classes are unable to run due to unforeseen circumstances.
- The tutor reserves the right to remove your child. We will notify you should this problem arise and removal of your child will only take place as a last resort after all other avenues of help & support have been given.

### **Payment**

- Payment for classes must be made in advance of classes starting and all payments are non-refundable and subject to revision from time to time.
- If payments are late please contact your tutor, otherwise an additional weekly late fee of £2.00 per week may be added and a re-registration fee of £10 may apply. Failure to pay for classes may result in your place being given to another child.
- Agreed payments in instalments do not allow for pay as you go classes. If you pay the term's fees in instalments, you commit to pay for the full term's fees by the end of the term, even if your child does not complete the full term.
- Children's activity books and audio materials are an integral part of the course and will be sold at the time of enrolment. Books and audio materials are sold as a non-refundable item.
- All payments must be made payable to us.
- For international pupils, please note that an additional fee will be added to each term's fees to accept international payments. The fees will be £7 for international bank transfers and 5% of the term's fees for payments sent via Paypal or Revolut.

*For more information about La Jolie Ronde visit*  
[www.lajolieronde.co.uk](http://www.lajolieronde.co.uk)

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**Sibling Discount**

- A sibling discount is applied to classes of siblings of a child already attending classes, subject to availability.

**Free Introductory Taster Class / Promotional Offers**

- The initial class is a taster class and is offered free, subject to availability.

**If we need to change class**

- In the unlikely event of "last minute" class time changes by us, we will give you as much notice as possible. We will not reimburse any expenses caused by a customer failing to pick up their message.
- In the unlikely event of class cancellations by us, your account will be credited for that class. If you are not returning next term we will refund the class.
- If an insufficient number of children is booked into your class, we reserve the right to cancel the class.

**Refund Policy**

- In the event that your child is unable to attend a class due to sickness or holiday, we regret that we are unable to refund you as your payment secures your place for the full term.
- If a customer chooses not to take part in a class which is taking place within standard operational conditions, they are not eligible for a refund or credit.

**Complaints Procedure**

We hope you are entirely happy and satisfied with our service. In the event that you are unhappy, please contact your tutor after class; in person, by telephone or email. We will always try to resolve the matter satisfactorily and quickly.

**Privacy policy**

All the personal information collected on our booking form is requested to operate the agreement between you and us. It will not be passed on to any third party and will be deleted when your child is no longer attending our classes.

**General Information**

Any reference to our classes on linked sites or to third party companies, products or services by name does not constitute or infer the endorsement by us.

We accept no liability for any loss or damage of possessions taken to class.