

## Policy for Online Learning with WISE

When you sign up to \*one-to-one online lessons or group online classes from WISE, you agree to the following policy:

### A. Having the necessary equipment

To join our online lessons and classes, you will need to have high speed internet and either a laptop or telephone with a microphone and a camera (not always necessary).

### B. Providing us with the correct contact details

To add you to our online lessons or classes we need an email address. We will use this email address to inform you about how to join the lessons or classes. It is important that if you have not heard from us 24 hours before your scheduled lesson or class, that you check your junk inbox or contact WISE directly to ensure we have the correct email address.

### C. Payment

Online lessons or classes are either paid in advance or at the end of each month. The way you pay needs to be agreed directly with Liz Denham (The Managing Director).

Your class payment allows **only one named person** to access and participate in the course. Sharing course content with others or publishing it is strictly prohibited. If you share course content with another person/people, you will be asked to leave the course.

### D. Time & Date of your online learning.

Your teacher will inform you by email, or on the Skype or Zoom chat of the date and time of your next lesson or class and how to access the next lesson or class.

### E. Late arrival

Lessons and classes start on time. WISE cannot refund or make up lost time because a student is late or is experiencing technical difficulties.

- **One-to-one Lessons**

You need to inform your teacher by email, text or WhatsApp if you are going to be late. If you are late for a lesson without notice, the teacher will wait and keep the lesson open for 10 minutes. After 10 minutes, the teacher will close the lesson and you will NOT receive a refund or the opportunity to reschedule. **If you are late, the teacher does not have to make up the time you are late as they often have another lesson to give afterwards.**

- **Small Group Classes**

Try to inform your teacher if you are going to be late. If no students arrive within the first 10 minutes and the teacher does not receive any notifications about late arrivals, your teacher can close the class. This class will not be rescheduled.

## **F. Recording lessons and classes**

Your teacher will record every one-to-one lesson and class. He/she can send you the link if you were absent. The recordings are not to be shared with anyone else. No other recording of the lesson is permitted.

\*lessons refer to private one-to-one and classes refer to group learning (two or more students).

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