

These Terms & Conditions govern the use of English Einstein ESL services provided by Elizna Wehrmann. By booking or attending a class, you agree to the following terms:

1. Booking & Scheduling

- Lessons are by appointment only and must be scheduled in advance.
 - Available class types include:
 - **Conversation Club** (1-hour group session)
 - **Private 1-on-1 ESL Lessons** (45 or 60 minutes)
 - Classes are conducted online via [platform, e.g., Zoom, Skype, etc.].
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2. Payment Policy

- All payments must be made in advance to confirm your booking.
 - Accepted payment methods: [e.g., PayPal, Wise, EFT].
 - Prices:
 - **Conversation Club:** USD/EUR 2 per session
 - **Private Lessons:** USD/EUR 13 per hour (or as agreed)
 - Discounts or special offers (if any) must be used within the validity period stated.
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3. Cancellation & Rescheduling Policy

- **Student Cancellations:**
 - You may cancel or reschedule a lesson with **at least 12 hours' notice**.
 - Cancellations made with less than 12 hours' notice are **non-refundable** and **non-transferable**.
 - No-shows are treated as late cancellations.
 - **Teacher Cancellations:**
 - In the rare case a lesson is cancelled by the teacher, the student will be offered a full refund or the option to reschedule.
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4. Refund Policy

- Payments are **non-refundable** except in cases of:
 - Teacher cancellation
 - Technical issues that prevent the lesson from starting (at the teacher's side)

- If the student has persistent technical difficulties, we may offer a partial refund or alternative class arrangement at our discretion.
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5. Code of Conduct

- Students must attend classes on time, prepared, and in a respectful manner.
 - Inappropriate or disruptive behavior will result in termination of lessons without refund.
 - Lessons may not be recorded or redistributed without prior permission from the teacher.
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6. Use of Recordings and Promotional Material

- With your consent, recorded clips from your lessons may be used for training or promotional purposes (e.g., social media, websites).
 - No personal details will be shared publicly.
 - You may opt out of this at any time by notifying the teacher in writing.
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7. Privacy

- Your personal information will only be used for scheduling, communication, and payment purposes.
 - Data will not be sold or shared with third parties.
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8. Contact Information

For questions, cancellations, or schedule changes, please contact:

Email: elizna.wehrmann@gmail.com

WhatsApp/Phone (optional): +27 67 804 3287

These Terms & Conditions are subject to change with prior notice.