**InTuition Online Programme (IOP)**

**Student Agreement**

**How it works**

IOP is the InTuition Languages (‘we’, ‘us’, ‘our’) programme of one-to-one and small group online language tuition.

When a student (‘you’, ‘your’) enrols for an IOP course, we match them with a potential Tutor on the basis of the student’s profile and requirements.

We then arrange a free Trial Lesson between you and the Tutor.

After the Trial Lesson is completed, you can choose to either enrol for further lessons with that Tutor or ask for a new Trial Lesson with another Tutor.

If you choose to enrol with a Tutor, we will send you a secure link for you to pay for a block of lessons. Your Tutor will then contact you to arrange a convenient time to continue your lessons.

**Terms and Conditions**

By registering for an IOP course, you agree to the following terms and conditions.

**Personal Information**

* We require you to provide certain personal information in order to provide IOP course services. This information includes:
  + Your full name, date of birth and email address
  + Your current level in the language of study
  + Your study objectives
* How we control and process your personal information is outlined in detail in our separate **Privacy Policy.**

**Trial Lesson**

* You are entitled to a 30-minute Trial Lesson, free of charge, with the Tutor(s) we allocate to you.
* A maximum of three free Trial Lessons per student applies.

**Enrolment**

* After your Trial Lesson(s), you may decide to Enrol for further lessons with your allocated Tutor.
* Lessons are purchased in 5-hour blocks, via our secure website.
* Once we have confirmed your purchase, your Tutor will contact you to arrange your next session at a mutually convenient time.
* You plan your session content with your Tutor on a daily or weekly basis.
* You must use all your purchased lesson time within three months of starting your course.

**Platform**

* IOP courses are delivered via the [Zoom](https://intuitionlang.sharepoint.com/sites/Shared/Documents/GENERAL/Vis%20a%20Vis/Ts%20and%20Cs/zoom.us) app, unless you and your Tutor agree to use an alternative platform.
* In addition to the Zoom app, you will require a computer with a reliable internet connected, a headset and microphone.

**Materials**

* Your course fee includes all study materials. Your Tutor will select and share materials with you, according to your personal requirements and priorities.

**Cancellation Terms**

* If you want to cancel or postpone a scheduled session, you must provide at least 6 hours’ notice for evening sessions, or 12 hours’ notice for morning sessions. If you do not provide this notice, the session will be considered taught.
* If you fail to attend a session within 10 minutes of the agreed start time, the session is considered taught.
* If your tutor is unable to attend a session, you will be granted a makeup session to replace the lost time.

**Questions, Comments and Feedback**

* We welcome your questions, comments and feedback:
  + [learn@intuitionlang.com](mailto:learn@intuitionlang.com)
  + +442077394411
  + [Intuitionlang.com/feedback](https://intuitionlang.sharepoint.com/sites/Shared/Documents/GENERAL/Vis%20a%20Vis/Ts%20and%20Cs/Intuitionlang.com/feedback)