



Enrollment Features and terms and condition:

Homepage : <https://aucklandjapanesetutor.co.nz/>

Phone Number : +81 70-3291-5817

Email : [426ayana@gmail.com](mailto:426ayana@gmail.com)

*Before you take lessons, please read and agree to the terms and conditions. Thank you.*

**Fee:** The fee slightly varies depending on your plan. Fees may be adjusted from time to time and will become effective after giving the student seven days' written notice.

**How to Pay the Fee:** Lesson fees are to be paid in full in advance via internet banking. Payments are due on the 1st of the month or by the due date shown on your invoice. A weekly payment option is available only for those who set up automatic payments (manual weekly transfers are not accepted).

Bank Account (ANZ): **01-1838-0044132-00**, Reference: Student's name.

**Late Payment:** If you forget or miss the payment on the due date, the Xero accounting system will send you a reminder, and it will be recorded in the system.

**Suitability:** Age 17+ over / Total beginner to advance level.

**Lesson Frequency:** Lessons are held once a week. Fortnightly slots are available when available, but time slots for weekly lessons take priority over fortnightly lesson students.

**Schedule of Lessons:** The lesson slot is mutually agreed upon during the trial lesson day. I may not be able to change your slot as I have other students who take lessons on a weekly basis. Lesson time is written on your invoice.

**Online Lesson (Zoom):** Each student receive their zoom link, so please keep it. Please have an updated camera on as it is difficult to offer lessons without a camera.

**Cancellation:** In case of absences due to illness, holidays, or other events (such as the internet being temporarily down), please inform me. I have a 24-hour cancellation policy, so if you know you won't be able to attend a lesson, please let me know. **If you cancel with less than 24 hours' notice before the lesson time, a 50% fee will be payable. If you cancel at the booking time without any notice/contact, the full fee will be payable.**

**Holidays:** If you plan to take more than 5 weeks of holiday or miss 5 lessons, the tutor cannot guarantee the reservation of your slot. To secure your slot during that period, a 50% payment of your total lesson fees will be required. Please inform me if you choose to proceed with this arrangement.

**Rescheduling:** If you wish to reschedule, please book through the system ([rescheduling link](#)) or email tutor. If you cannot find an available slot, your lesson for the week will be skipped.

Unfortunately, **rescheduling is not permissible with less than 24 hours' notice, and a second reschedule is also not allowed.**

**Late Show Up:** The tutor cannot extend the lesson time if the student arrives late. If you do not show up after 15 minutes without notice, it will be considered a cancellation without sufficient prior notice, and you will be subject to paying the full fee. If the tutor is unable to teach (e.g., due to illness), lessons will be rescheduled or credited or refunded.

**Termination Notice:** When you wish to stop taking my lessons, please provide 14 days' prior notice via email. This will help me organize and offer the slot to someone else who wants to learn Japanese. **Short notice will incur a cancellation fee of \$50.00.** This tutoring contract can be terminated by either party at any time by giving the other party 14 days' prior written notice. In addition, if the tutor finds it difficult to continue due to various reasons, you may be asked to withdraw from Japanese tutoring.

**Resources:** The tutor will provide learning resources or lesson videos, intended for personal use only.

**Communication:** If you have any questions or would like to contact Ayana, please feel free to contact me at 426ayana@gmail.com, via Line, or WhatsApp. As a general rule, I don't reply on Sundays in order to keep a good work-life balance.

**Students from overseas (Non-New Zealand resident):** Please be aware that New Zealand has summer time, so your slot time might be changed 1 hour after summer time.

**Obligation of the Tutor:** The tutor undertakes to do all necessary preparation before lessons and to structure lessons in a way that optimizes time for the benefit of the student. The tutor shall keep all information confidential.

**Disclaimer:** In the unlikely event that happens during lesson time, the Tutor claims no responsibility.

**No Warranties:** The tutor does not promise or offer any warranties regarding a student's performance resulting from the tutoring provided.

Signature(s): \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_/