



TERMS AND CONDITIONS

1. Introduction

- a. LIZARD LEARNING Pty Ltd is an Australian Company (ACN: 158 235 333) with head office in Brisbane, Queensland.
- b. Throughout this document, 'We' and 'Our' refers to LIZARD LEARNING PTY LTD (ACN: 158 235 333), its Staff and Contractors, 'You' and 'Your' refers to the client either reading this or receiving our services.
- c. This agreement outlines the terms and conditions for the services provided to you by our company and for the use of this/our website.

2. Tuition Hours

- a. 'Tuition Hours' purchased either individually or through a discount package expire after 12 months of inactivity. You may use your Tuition Hours with any tutor, either face-to-face or online when this service becomes available.
- b. All Tuition Hours must be paid before the first lesson date. If the invoice has not been settled prior to the first lesson that package is covering, you will be charged the standard hourly rate for a one-off tutoring session which is \$70.
- c. Upon booking your first session, you have agreed to these terms and conditions for the first session and all ongoing sessions with Lizard Learning Pty Ltd.

3. Tuition Sessions

- a. All of our tutors are certified to work with children, and hold valid Blue Cards or Working With Children Checks. Our recruitment process is set such that only quality tutors are employed. We accept no liability for any grievances that occur in a tuition session. We do however, offer a 100% refund on your initial session if you are not 100% satisfied.
- b. If you miss a lesson that has been booked and confirmed, you will forfeit that lesson, and will not be eligible for any refund. If your tutor misses a lesson that has been booked and confirmed, you can arrange with the tutor for a make-up session. Please notify us within the hours of your tutor not turning up if this occurs.

4. Cancellations

- a. We understand that from time to time you're going to have to change lessons with limited notice. Our tutors understand this too, however, they have committed to come and see you which means they are unable to tutor anyone else during this time. To compensate the tutors for this lost opportunity, you will be charged 50% of the lesson fee in the event that your cancellation or alteration is within 24 hours of the lesson.

- b. We will try and waive the fee in extenuating circumstances; however, this is decided on a case by case basis. Where you provide us with more than 24 hours' notice, you will not be charged any cancellation or alteration fees.

5. Refunds

- a. If after your first lesson, you are not totally satisfied, we will make every attempt to find you an alternative tutor. If we are unable to find anyone suitable within a reasonable amount of time, we will happily refund any pre-paid lessons you have remaining.
- b. Typically, we will not refund for any lessons that have taken place, however, this is decided on a case by case basis.

Payment

- c. All invoices must be paid before the first lesson date. If the invoice has not been settled prior to the first lesson that package is covering, you will be charged the standard hourly rate for a one-off tutoring session which is \$70.
- d. Cash is not an accepted payment method. Payment via PayPal or bank direct deposit only.

6. Changes to Terms

- a. We reserve the right to change these terms at any time. The current terms and conditions will always be displayed on this website. It is your responsibility to familiarise yourself with these terms.