

Order Conditions

Lessons

- The student is expected to be on time for the lesson. If the student is more than ten minutes late, this must be communicated to the tutor via Google Chat. If the student is twenty minutes late and no such notification has reached the tutor, the lesson will not be held and must be paid for in full.
- A polite, respectful and non-discriminatory manner is required. If this rule is violated, the tutor reserves the right to terminate the lesson. Parents will be notified and the lesson must be paid for in full.
- The student has to take care of the homework themselves. These should be entered, solved and handed in by the student.
- Homework must be submitted electronically by 8 p.m. at the latest on the day before the next lesson. Homework, school materials and any questions must be prepared and made available by the student before the lesson so that it can begin and run smoothly.
- Unless otherwise agreed, the following materials must be brought to each lesson.
 - Paper/pad (perforated and squared)
 - Pencil, ballpoint pen, eraser, compass, ruler and set square
 - Glow sticks (yellow, orange, pink, blue and green)
 - Current sheets, tasks and books
- No caps, hats, hoods or other headgear may be worn during the lesson (exception: religious and medical reasons). No chewing gum may be chewed or eaten during the lesson.
- The general rule is that the student may only use electronic devices for the work to be completed. Parents will be informed if this rule is repeatedly disregarded.
- The lesson is ended by the tutor.

Payment and Communication

- At the end of each month, an invoice is sent to the parent or legal guardian by email. This must be paid within 30 days by bank transfer.
- Feedback on the student's development may be obtained. If there are any minor questions from parents or guardians, these will be answered at the end of each lesson. Otherwise, the tutor can be contacted during office hours.
- Cancellation conditions: Cancellation must be made electronically and in writing to the tutor within 24 hours before the lesson by the parent or legal guardian. Weekends and public holidays do not count towards the deadline. If this deadline is exceeded, the lesson in question must be paid for in full.
- During the school vacations, lessons take place as usual. It is the responsibility of the parent or legal guardian to cancel lessons in good time. The cancellation conditions apply.
- Lessons missed by the tutor will not be charged. In principle, the tutor will offer a make-up date.
- Lessons scheduled on public holidays according to the attached list will not take place. An alternative date can be organized on request. There is no entitlement to such a date. The relevant public holidays are listed below.
- Masterly reserves the right to cancel bookings without giving reasons.