

Terms and Conditions for Individual Online Lessons with Tutors

General Provisions

1. These terms and conditions define the rules for using individual online lessons with tutors on the Verbly.pl platform and constitute an integral part of the agreement between the user and the platform operator.
2. The platform allows users (hereinafter: "Student") to book and participate in online language lessons with tutors from around the world (hereinafter: "Tutor").
3. Lessons can last 20 or 60 minutes and take place in the form of individual video meetings.

Registration and User Account

1. To use the platform's services, the Student must create a user account by providing current personal and contact information and accepting the school's terms and conditions.
2. The user agrees to keep their information updated to ensure proper service delivery.
3. Each account is assigned to a single user and cannot be shared with third parties.

Booking Lessons

1. The Student can book lessons directly on the platform by selecting an available Tutor and the preferred lesson duration (20 or 60 minutes).
2. The Student can change their selected package by contacting the school office at: administracja@verbly.pl
3. Lessons can be booked in advance or in real-time if the Tutor is available.
4. A confirmation of the lesson booking will be sent to the email address associated with the Student's account.
5. The platform reserves the right to cancel a booking in case of technical problems or for reasons beyond the platform's control. In such cases, the Student is entitled to reschedule the lesson.

Canceling and Rescheduling Lessons

1. The Student can cancel or reschedule a lesson no later than 12 hours before the scheduled start.

2. If the lesson is not canceled within the 12-hour window, it will be considered as completed, and the lesson fee will be deducted from the Student's package.

3. The Tutor has the right to cancel a lesson in exceptional circumstances, and the platform is obligated to provide a replacement or reschedule the lesson.

Participation Rules

1. The Student is required to log in to the lesson on time and have functional equipment (computer, camera, microphone) and stable internet access.

2. In case of a delay (up to 15 minutes) by the Student, the lesson duration will not be extended, and the full lesson fee will be charged.

3. In case of technical issues on the Student's side, the lesson will be considered as taking place according to the schedule.

4. In case of technical issues on the Tutor's side, the lesson may be interrupted and rescheduled without any additional cost to the Student.

5. The school reserves the right to use photos and videos taken during lessons for marketing purposes.

Payments and Billing Rules

1. Payments for lessons must be made in advance, before the lesson starts, through the payment system available on the platform.

2. The platform may offer various subscription plans or lesson packages, with detailed terms provided on the website.

3. Failure to pay for lessons after the package is used up will prevent the Student from booking and participating in further lessons.

Student Rights and Obligations

1. The Student has the right to use the services in accordance with these terms and to ask questions and provide feedback regarding the quality of the lessons.

2. The Student is required to adhere to etiquette during lessons, treat Tutors with respect, and use the platform in a manner that does not infringe on the rights of other users.

3. The Student may not record or distribute lesson content without the consent of the Tutor and the platform operator.

Tutor Rights and Obligations

1. The Tutor is required to conduct lessons punctually, according to the schedule, and for the agreed duration.
2. The Tutor has the right to cancel lessons in case of unforeseen circumstances, informing the Student and the platform in advance.
3. The Tutor is required to follow data protection rules and maintain confidentiality regarding the Student's information.

Complaints and Refunds

1. The Student has the right to file a complaint regarding the quality of the lessons or the platform's operation within 14 days of the issue's occurrence.
2. Complaints must be submitted electronically to administracja@verbly.pl. The complaint should include a description of the issue and the Student's contact information.
3. A refund for unused or missed lessons may be granted after the complaint is reviewed and only in justified cases.

Personal Data Protection

1. The personal data of Students and Tutors is processed in accordance with applicable personal data protection regulations.
2. The Student consents to the processing of their personal data for the purpose of delivering the platform's services.

Final Provisions

1. The platform reserves the right to amend these terms at any time. Users will be informed of changes via the email associated with their account or through notifications on the website.
2. Matters not regulated by these terms will be governed by the laws applicable to the platform operator's headquarters.

Contact

All questions and inquiries regarding the use of the platform should be directed to:
e-mail: administracja@verbly.pl