Public Offer Agreement

Online Tuition — Russian as a Foreign Language

1. General provisions

1. This Agreement constitutes a public offer by the **Teacher**, IE Iuliia Kovalenko, 306539261, registered at: Georgia, Tbilisi, Samgori district, Politsiis I chikhi, N5, floor 2, apt. 4a, – to any individual (the **Student**) wishing to receive online Russian language tuition on the terms set out below.
2. By booking and/or paying for a lesson, the Student confirms their full and unconditional acceptance of all terms of this Agreement.
3. No separate signed document is required — acceptance is deemed to occur at the moment of booking or payment.

2. Subject of the agreement

1. The Teacher agrees to provide online Russian as a Foreign Language (RFL) tuition to the Student via video call in accordance with the terms described herein.
2. Lessons are conducted individually (one-on-one) or in groups, as agreed between the parties.

3. Discovery session

Every new Student is entitled to a free 30-minute discovery session before committing to lessons.

1. The discovery session is provided free of charge to all new Students and lasts 30 minutes.
2. Its purpose is for both parties to get acquainted, discuss the Student's goals, current level, and expectations, and determine whether working together is a good fit.
3. No teaching or structured instruction takes place during the discovery session.
4. The discovery session does not count toward any lesson package and is available once per Student.

4. Trial lesson

1. If a Student wishes to experience a full structured lesson before committing to ongoing tuition, a trial lesson may be arranged at a fee of $20.
2. The trial lesson lasts 30 minutes and follows the standard lesson format, including a brief level assessment and a sample of the teaching methodology.
3. The $20 trial lesson fee may, at the Teacher's discretion, be applied as a credit toward the first lesson package purchased.

5. Lesson format

1. The standard individual lesson duration is 60 minutes.
2. Lessons are conducted via Zoom or FaceTime.
3. Instruction is provided in English or Russian, depending on the Student's needs and level.
4. For group lessons, the minimum number of participants is 2. The maximum number is agreed with the Teacher in advance.
5. The minimum frequency of lessons is one session per week. A higher frequency may be arranged directly with the Teacher.

6. Fees & payment

1. Current lesson fees are published on the Teacher's website *rusclass.pro* and are subject to change. The applicable fee is the one in effect at the time of booking.
2. Payment for individual lessons must be made no later than 24 hours before the scheduled lesson begins.
3. Discounts are available when purchasing a block (package) of lessons. The discount amount is specified in the current price list on the website.
4. All fees are stated and payable in the currency specified on the website.

7. Cancellation & rescheduling

1. An individual lesson may be cancelled or rescheduled by either party, provided notice is given no later than 24 hours before the scheduled start time.
2. If the Student fails to attend without prior notice, a cancellation fee of 50% of the applicable lesson cost will be charged.
3. If a lesson is cancelled due to illness or an emergency of the Student or the Teacher, it is rescheduled by mutual agreement and must be completed within one calendar month of the original date.

8. Refunding

1. Single lessons
   - The Student may cancel or reschedule a lesson free of charge if they notify the Teacher at least 24 hours before it starts.
   - If the Student cancels with less than 24 hours' notice, or does not attend, the lesson is considered held and is not refunded. At the Teacher’s discretion, the Teacher may offer a one-time rescheduling for genuine emergencies.
   - If the Teacher cancels a lesson, the Student may choose a new time or receive a full refund for that lesson.
   - If a lesson cannot take place or is cut short because of a technical problem on the Teacher’s side, the lesson must be will rescheduled it or refunded.
2. Lesson Packages
   - If the Student decides to stop before using all the lessons in a package, they may request a refund for the unused lessons.
   - The refund is calculated at the standard single-lesson price, not the discounted package price: (number of unused lessons) × (standard lesson price). The unused bonus lessons are not included in the calculation. Lessons already taken are charged at the standard price.
   - Packages are valid for 3 months from the date of purchase. Lessons not used within this period expire and are not refundable, unless the Student and the Teacher agreed on a pause in advance.
   - If the Teacher is unable to continue teaching you for any reason, the Teacher will refund all unused lessons in full.
3. Digital materials
   - Digital products are delivered immediately after payment and cannot be returned, so they are non-refundable once downloaded.
   - If a file is damaged, cannot be opened, or differs significantly from its description, they will be replaced it refunded in full. Please contact the Teacher within 14 days of purchase.

4. How to request a refund

   Email the Teacher at the email listed on the site *rusclass.pro* with your name, and the email address used for the purchase. The Teacher will reply within 3 business days.

5. How refunds are paid

   Approved refunds are returned to the original payment card within 14 business days, depending on your bank. Refunds cannot be refund to a different card or account. Bank or payment processing fees are not refundable.

6. Disputes

   If you have a concern about a payment, please contact the Teacher first. The Teacher will ensure that the situation is resolved quickly and fairly.

8. Teaching materials

1. Course materials are based primarily on the Teacher's own resources and other supplementary materials, and are provided to the Student free of charge.
2. All materials remain the intellectual property of the Teacher and may not be reproduced or distributed without written permission.

9. Responsibilities of the parties

1. The Student is responsible for completing assigned homework in a timely manner.
2. The Teacher is responsible for providing feedback on all submitted homework.
3. The Teacher is always available to discuss any individual requests or preferences regarding lesson content, workload, and scheduling.

10. Amendments

The Teacher reserves the right to amend the terms of this Agreement by publishing an updated version on the website *rusclass.pro*. Continued use of the Teacher's services after any such amendment constitutes acceptance of the revised terms.

Student's full name

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Print Name

Date

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DD / MM / YYYY