

## Fees and Rules for Group Classes and Lesson Packages

By enrolling in a group class or private lesson package, you agree to respect the regulations explained in this document.

Once a reservation request has been accepted by The Chatterbox administration, you must complete an enrolment form online to ensure that you or your child will be enrolled.

The Chatterbox direction reserves the right to modify these rules and our fee structure. It also reserves the right to terminate an enrolment without prior notice, in case of non-payment of fees, breach of trust, disrespecting these rules, or other just reasons.

### **General Rules for all Classes and Lesson Packages**

Group classes or private lesson packages that are scheduled during the canton Vaud school year calendar will observe official school holidays and vacations as determined by the canton of Vaud. Our calendar is on The Chatterbox website.

Respecting class times is critical to avoid disruption or keeping teachers late. Students must arrive and depart on time.

The responsibility of The Chatterbox with respect to attending students is limited to the scheduled class, lesson, or workshop times. It does not include the trip to and from The Chatterbox. Note: In the case of group classes or private lessons online, The Chatterbox will not assume liability for the student's physical safety.

If a student arrives by car, we recommend using the Parking Gare de Nyon. The Chatterbox will not assume responsibility for parking tickets.

Students (or their parents, if applicable) are responsible for informing The Chatterbox of any absences for reasons of illness, vacations, etc. A simple text message is sufficient.

Photos taken by The Chatterbox staff are not for external use unless prior permission has been obtained from students (or their parents) or proper measures have been taken to protect the identity of the students (e.g., using photo editing tools to blur faces if a photo is used on our web site).

The Chatterbox has a fixed-line telephone, 022 361 5402, which is only used on an exceptional basis to communicate with teachers during class time. Please note that no voice mail or text messaging is supported on this line.

Normal communication with The Chatterbox staff is made using either the administrative email address ([info@thechatterbox.ch](mailto:info@thechatterbox.ch)), teachers' email addresses, or the mobile numbers of teachers or The Chatterbox (as given on our web site).

### **Illness / Insurance / Emergencies**

Students (or their parents) must have appropriate medical (illness and accident) insurance according to Swiss law.

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Students (or their parents) should understand that, despite precautionary measures, there is always a risk of the spread of contagious diseases among groups. This risk can be mitigated if the student refrains from attending if he/she is suffering from a contagious disease.

Students (or their parents) are requested to inform The Chatterbox staff by telephone, SMS message, or email to the concerned teacher if your child will not be in class due to an illness or accident. School fees remain fully due for absences unless an exceptional agreement is made with The Chatterbox direction.

If applicable, enrolment forms should contain the coordinates of a student's parents or other person(s) authorized to accompany the student to/from The Chatterbox.

Emergency contacts should also be listed on enrolment forms, including the name of a physician, if applicable. In case of emergency, The Chatterbox staff will attempt to notify parents or an emergency contact. If necessary, staff will also attempt to consult a physician or even call an ambulance. The student (or their parents) agree, in such cases, to take responsibility for any associated costs for such intervention.

If The Chatterbox teachers or assistants are absent due to illness or accident, there will be no refund of school fees. However, The Chatterbox will make every possible effort to arrange for suitable replacement staff.

### **Specific Rules and Fees for Group Classes in English**

#### **General**

Our English group classes are available for children of public-school age (i.e., 4 years and older). Classes run from September to June of the academic year.

The maximum class size is 6 students, and classes with fewer than 3 enrolled students may be cancelled, or students asked to move to a different class time.

#### **Enrolment**

Enrolment for English classes are made for the entire school year which includes two semesters:

1. First semester – September to end of January
2. Second semester – February to last class in June

#### **Early Departure**

Cancelling a child's participation for the second semester is possible by making a written request before November 30 and paying a cancellation fee of CHF 150.00. After this date, the second semester fees must be paid in full.

#### **Fees & Payments**

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Fees for classes, administration and textbooks are averaged over the school year and payable in two parts.

CHF 650.00 for the first semester payable in September of the first semester

CHF 650.00 for the second semester payable in January prior to the second semester

In exceptional circumstances, The Chatterbox will accept cancellation after November 30 but charge a cancellation fee of CHF 150.00, payable immediately.

Invoices will be sent via email. E-Banking is the preferred method of payment. The Chatterbox will provide paper-based invoices on request.

### **Specific Rules and Fees for Private English Lessons**

#### **General**

Our private English lessons are available for all ages, children to adults, and are designed to be one-on-one study with a teacher.

Private English classes can be offered during the school year and during summer holidays and are scheduled according to agreement between the student (or parent) and the teacher, but they are intended to be held on a weekly basis.

In the case of on-line classes, The Chatterbox will ensure that a class session is available on-line and that the student (or their parent) has received an invitation to join the class.

#### **Enrolment**

Enrolment for private English classes are made based on purchasing packets of **ten** 50-minute lessons. Additional lesson packets should be purchased as necessary to ensure continuity of the lessons.

#### **Early Departure**

Cancellation of a student's participation in the private English lessons is possible, but no refund of the remaining lessons of the purchased packet is possible due to the administrative and staff costs of planning and scheduling the private lessons.

#### **Scheduling Policy**

Each packet of ten lessons must be completed within a maximum of four (4) months from the date of the first lesson. This policy ensures fair and efficient use of the school's schedule and avoids unnecessarily reserving time slots. Lessons are expected to take place on a weekly basis to support consistent progress, unless otherwise agreed with the teacher.

Repeated failure to adhere to this scheduling policy or a pattern of missed lessons without valid justification may result in the cancellation of the remaining sessions with no refund.

**Cancellations**

If a lesson needs to be cancelled, the student or parent must notify the teacher or the school at least 12 to 24 hours in advance. Late cancellations or no-shows will be billed, as the time has been reserved specifically for the student.

In the event of a teacher's absence, the teacher or the school will inform the student or parent as soon as possible, and the missed lesson will not be billed.

**Fees & Payments**

CHF 800.00 for a packet of **ten** 50-minute lessons; renewable according to the plan of study  
Students will also be billed for textbooks.

Textbooks must be agreed upon with the teacher and will be provided for an additional fee to cover purchase costs.