
Coaching Agreement¹

¹ This agreement is valid from 26.02.2024.

1. Agreement

1.1. Lessons

- The student is expected to arrive punctually for lessons. If there is a delay of more than ten minutes, this must be communicated by telephone. If the delay lasts longer than twenty minutes, the lesson is over and will be charged in full.
- A polite, respectful and non-discriminatory demeanor is required. If this rule is violated, the coach reserves the right to end the class. Parents will be notified, and lessons must be paid for in full.
- The student has to take care of the homework himself/herself. These should be entered, solved and handed in by name. If this is not done, a penalty will be imposed. Parents will be informed if this happens several times. If homework cannot be completed for qualified reasons, this must be communicated in writing.
- Homework must be submitted electronically no later than 20:00 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, squared and with margins)
 - Pencil, ballpoint pen, eraser, compass, ruler and triangle
 - Highlighter pens (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.
- Cell phones may only be taken out at the request of the coach. In general, the student may only use electronic devices for the work to be completed. Parents will be informed if this rule is repeatedly disregarded.
- Lessons are ended by the coach.

1.2. Payment and Communication

1.2.1. Private Lessons and German Courses

- Payment is made on a monthly basis. At the end of each month, an invoice will be sent to the legal guardian by e-mail. This must be paid within 30 days by bank transfer or via TWINT.
- Feedback on the student's development may be obtained. Should minor questions arise from the parent/guardian, these will be answered at the end of each lesson. Otherwise, the coach is available during office hours (see website).
- Cancellation by the student: The lesson must be canceled in writing within 24 hours. If this deadline is exceeded, the lesson concerned must be paid for in full. Weekends and public holidays do not count towards the deadline. The following also applies: If the lesson is canceled on the day, it is due to take place, this must be done by telephone.
- Cancellation by the coach: Canceled lessons will not be charged. In principle, the coach will offer a make-up date or organize a suitable replacement coach.
- During the school vacations, the lesson takes place as usual. On request, the lesson can be canceled up to the Friday before the start of the school vacations at the latest. Otherwise, the lesson will be charged in full.
- Lessons scheduled on public holidays (see current list on the website) will not take place. An alternative date can be organized on request. There is no entitlement to such a date.
- Masterly reserves the right to cancel bookings without giving reasons.
- The booking of a timeslot can be canceled at the end of each month. All subsequent dates up to the end of the notice period will be charged. The right to cancel or postpone lessons up to 24 hours before the start of the lesson is forfeited upon submission of the notice of termination.

1.2.2. Gymivorbereitungskurse

- For “Gymivorbereitungskurse”, an invoice is issued at the start of each module. This must be paid within 30 days. A weekly installment payment can be arranged on request. In this case, a handling fee of 2% of the total module costs will be charged.
- After each module, the legal guardian will be contacted and informed of the progress made. On request, a more detailed discussion about the student's development can be arranged for each module.

- Cancellation by the student: The lesson must be paid for in full. Notes taken during the lesson will be sent to the student electronically on request.
- Cancellation on the part of the coach: The appointment remains valid. Students will be assigned to another learning group and taught by a substitute coach. If, despite all efforts, it is not possible to organize a replacement coach, the amount for the lesson will be refunded.
- The module can be canceled in writing by e-mail up to 30 days before the start of the module in question. The amount paid for the module will be refunded minus a cancellation fee of CHF 50.00 within 14 days. The refund will be made in the same way as the original payment. Once the 30-day period has expired, the module can no longer be canceled. Upon written request by e-mail, a transfer to another module can be requested up to 14 days before the start of the module. The price difference to the new module will be invoiced or refunded minus a transfer fee of CHF 25.00