

Last updated: 2018.10.31

If you want to offer Teaching Services on Relearn, you must read and agree to be bound by these Terms and Conditions for Teachers ("Teacher Terms") which are part of and incorporated into the Relearn Terms of Service and Payment Terms of Service ("Terms") available at https://relearn.jp/payment_terms_of_use.pdf. These Teacher Terms will apply to any Account that is approved to be a Teacher on the Site. If you do not accept these Teacher Terms in full, you are not authorized to teach on the Site and you are not eligible to receive any benefits from Relearn for any Teaching Services you provide.

Providing Teaching Services

Remuneration for the Teaching Services

- Qualified teachers providing grammar lessons are paid a remuneration of 21.00 € per hour. Non-qualified Teachers providing conversation lessons (the “Tutors”) are paid a remuneration of 7.50€ per hour.
- Relearn pays the remuneration of all the Teachers and Tutors at the end of each month by transferring the funds to the Paypal account email the Teachers have filled on their profile page.
- The above remunerations are fixed by Relearn and cannot be further adjusted or discounted by the Teachers themselves.
- Relearn reserves its own right to update from time to time the above remuneration at its own discretion. In such cases, the updated amounts will be applied only on the future lessons and Relearn shall notify the Teachers before the change occurs.
- Teachers understand that they are not employees of Relearn but only service contractors.
- Relearn is not responsible for declaring or paying the personal taxes due on the remunerations earned by the Teachers and Tutors. Teachers and Tutors shall declare and pay the due taxes on the remunerations in the relevant country whenever applicable.

Guidelines for providing your Teaching Services

Once you have received a Teaching Services request, you agree to the following guidelines:

- Use the Relearn platform to manage Student requests.
- Respond promptly, within one business day, to all lesson-related communication, whether from the Student or from Relearn.
- Maintain a record of all communication between you and the Student. Communication methods can include outside emails, instant messages, telephone or in-person conversations. Important details include information on the scope, deliverables, time frames, price, feedback, revisions, schedule changes, vacation, availability, delays, acceptance of deliverables, and completion of lessons.
- Inform the Student of your availability and response time.
- Inform the Student if you will be unavailable for more than one business day.

Guidelines if you will be unable to provide your Teaching Service

- Immediately inform the Student offering an explanation and proposing a revised date.

- Immediately alert Relearn Customer Service so that Relearn is aware of the situation and can offer assistance to the Student.

Guidelines for after you have provided your Teaching Service

- Use the Relearn Payment Service to handle all financial matters related to your Teaching Service.
- Provide helpful, objective, balanced feedback for the Student.

Student Complaints and Refunds

Any Student who is dissatisfied with your Teaching Service is required to contact you directly through the Site or Application regarding any issues or complaints. You should try to resolve any issue or complaint directly with the Student first.

If the issue or complaint cannot be resolved, between the Teacher and the Student, Relearn will use all records of communication as evidence to make a determination on how to adjudicate the dispute. Relearn shall have the right, in our sole discretion:

- To transfer credits, offer a refund, or reverse a transaction.
- To designate who shall bear the expenses resulting from any such actions.

Additional Guidelines for Teaching Services

- Agree to maintain the privacy of Relearn Students. This includes not soliciting any personally identifiable information (such as birth date, age, government issued number, phone number, or home address).
- Agree to maintain the privacy of your personal details.
- Agree to maintain personal records for all invoices and payments.
- Agree to cooperate with Relearn in anti-fraud actions, and in Dispute Resolution.
- Report any conduct violations, including misuse of ratings and feedback.
- Not use Prohibited Content, or content that violates copyright.

You are expected to perform in a manner that results in a consistently high level of Student satisfaction. You are in breach of these Teacher Terms if you:

- Fail to deliver any Teaching Service for which payment was accepted.
- Fail to take reasonable efforts to resolve a dispute with a Student.
- Create unacceptable levels of Student dissatisfaction
- Violate the Terms of Service, Privacy Policy or other policies

Relearn reserves the following rights to take any of the following actions at any time and at our sole discretion:

- Cancel your listed Teaching Service
- Limit your Account privileges
- Suspend or terminate your Account
- Contact law enforcement or seek legal remedies

License Grants

License Grant for Teacher Content to Students

You hereby agree that any user who purchases your Teaching Services will be granted a right to use the Content in your Teaching Services solely for personal and noncommercial educational purposes. You acknowledge that all of the Content you submit to the Site is subject to the representations, warranties, license grants and other provisions contained in the Terms.