

Payment Policy

1. Lesson Fee Determination

The fee for each lesson is determined by the teacher and displayed clearly on our platform. This fee may vary depending on factors such as the duration of the lesson, the expertise of the teacher, and any additional materials or resources provided.

2. Initiation of Payment

Upon confirmation of the booking, the full fee for the lesson will be charged to the user's designated payment method. This initiates the transfer of funds to the platform's bank account.

3. Timing of Fund Transfer

The transfer of funds from the user's payment method to the platform's bank account will occur immediately upon confirmation of the booking. This ensures that the platform has access to the necessary funds to facilitate the lesson and provide timely payment to the teacher.

4. Service Fee

In addition to the fee set by the teacher, the platform will apply a service fee of 5% on the total lesson fee. Furthermore, a 5% fee will also be charged to the teacher, totaling 10% in service fees per transaction. This service fee is applied universally across all transactions, regardless of the amount. It is used to cover the costs of operating and maintaining the platform, including payment processing, customer support, and platform development. The total amount paid by the user will include both the teacher's fee and the platform's service fee.

5. Teacher Payment

After deducting the service fee, the remaining balance of the lesson fee will be transferred to the designated bank account of the respective teacher. This transfer will typically occur within 7 business days following the completion of the lesson. However, if a complaint regarding the quality of the lesson or any other issue is submitted by

the student to the Resolution Center, the transfer may be delayed. Furthermore, if there is supporting evidence of grievous fault in the teacher's conduct, the payment may be canceled. Please see Cancellation Policy and Dispute Resolution Policy for more information on this matter.

6. Confirmation of Payment

Users will receive immediate confirmation of their payment via email and through our platform's notification system. This confirmation will serve as a receipt of payment and will include details of the lesson booked, the total fee charged, and any applicable service fees.

7. Secure Payment Processing

We utilize industry-standard encryption and security protocols to ensure the safety and confidentiality of all payment transactions. Users can rest assured that their payment information is fully protected against unauthorized access or misuse.

8. Transaction Records

Both users and teachers will have access to detailed transaction records through their respective accounts on our platform. These records will provide transparent insight into all payment transactions, including fees charged, fees retained, and payments disbursed.

9. Currency and Conversion

Our platform supports transactions in multiple currencies to accommodate users and teachers from around the world. In cases where currency conversion is necessary, exchange rates will be determined based on prevailing market rates at the time of the transaction.

10. Tax Compliance

Users and teachers are responsible for complying with any applicable tax regulations in their respective jurisdictions. The company will provide necessary documentation, such as invoices or receipts, to facilitate tax reporting and compliance upon request.

11. Payment Disputes

In the event of a payment dispute or discrepancy, users and teachers are encouraged to contact our Resolution Center for prompt resolution. We are committed to addressing any issues or concerns regarding payments in a fair and transparent manner. Please see Cancellation Policy and Dispute Resolution Policy for more information on this matter.