

Baltic Media Ltd Provisions for Tutoring Procedures

1. General Provisions
   1. The provisions determine the duties and rights of students of Baltic Media Ltd (hereinafter referred to as – BM) as well as their liability for non-compliance with these Provisions.
   2. The Provisions are binding for all clients of BM.
   3. The Project Manager and the Tutor shall ensure that students are familiarised with the Provisions before the commencement of the tutoring.
2. Duties of Students
   1. To attend the chosen learning programme purposefully and in good faith, and to attend the learning sessions regularly in accordance with the tutoring plan.
   2. To observe the culture of interpersonal relations, treat other students, BM staff and BM visitors with respect.
   3. To fulfil the contractual obligations with Baltic Media Ltd.
   4. To observe the Tutor's requirements during learning sessions and not disturb the lesson.
   5. To comply with the provisions of the use of the premises of BM, including smoking restrictions.
   6. To settle all financial obligations to Baltic Media Ltd in due terms.
   7. To treat the property and material resources of BM with care. If the student's actions result in damage to the property or incurred losses, the student shall compensate the company for the incurred loss by civil law procedures.
   8. To read and observe the Fire Safety and Work Safety regulations.
   9. To not be under the influence of alcohol or drugs in the premises of BM, and to not distribute narcotic or psychotropic substances.
   10. To observe cleanliness and tidiness in the premises.
   11. To notify the Project Manager immediately of any changes in personal data, place of residence or contact address, telephone number, e-mail address, etc.
3. Rights of Students
   1. To demand observance with all the student rights prescribed in the Provisions for Tutoring Procedures of BM.
   2. With the Tutor's permission, to make audio recordings, video recordings and take photographs during the learning process.
   3. To receive answers to all questions about the conduct of the event or courses duly.
4. To receive consultation from the Tutor on matters related to the learning process.
5. To receive protection of personal and study data.
6. To submit complaints and applications to the BM management or Project Managers regarding the implementation of the study process, violations of the BM study and working procedures and to receive an explanation from the responsible person within 14 days.
7. Fire Safety
   1. BM students' actions in the case of fire:
      1. Immediately report to the State Fire and Rescue Service at tel. No. 01 or 112 and to the BM Work Safety Officer at tel. No. 20698152.
      2. Following the instructions of BM staff, evacuate using the nearest evacuation exit.
   2. Students are prohibited from using fire-fighting equipment for other purposes.
   3. It is strictly forbidden to use objects and devices that burn with open flame (candles, lighters, etc.) in the premises of BM.
   4. When leaving the premises, the student must make sure that all necessary measures have been taken to prevent a possible fire outbreak.



1. Electrical Safety
   1. Students are prohibited from changing burnt-out light bulbs or making any repairs to electrical equipment.
   2. Students are prohibited from arbitrarily connecting non-standard or faulty electrical equipment to the power network in the premises of BM.
   3. In the event of noticing any damage to electrical equipment (broken conductor insulation, plugs, sockets, etc.), the student must immediately report it to the security service (1st floor) and the BM Work Safety Officer at tel. No. 20698152. Meanwhile, within the limits of own abilities and competence, the student must prevent the access of surrounding persons to the damaged device.
   4. When leaving the tutoring premises, it must be ensured that all electrical equipment is switched off.
2. First Aid
   1. The location of the first aid kit is marked with an appropriate symbol in the premises of BM.
   2. In the event of an accident or sudden life-threatening illness, the BM staff must be informed immediately in order to summon medical assistance at the tel. No. 03 or 112 if necessary.
   3. Within the limits of own abilities and competence, first aid to the ill or injured person must be provided.
3. Attendance of Learning Sessions

**7.1.**  If the student is unable to attend a learning session for any reason, the student must notify the Project Manager of SIA "Baltic Media Ltd" by phone at 67224395 or 29446845, or the respective language Tutor at least 24 hours before the start of the learning session. Group learning sessions are held according to the plan and the schedules shall not be changed.

1. If the Student has notified the executing Project Manager or the respective language Tutor of the cancellation of a learning session in accordance with the procedure set out in Clause 7.1, the tuition fee shall not be charged and the learning session shall be rescheduled to another mutually convenient time by mutual agreement.
2. If the Client has not given notice to the Executor of a cancellation of a learning session in accordance with the procedure set out in Clause 7.1, the learning session shall be deemed to have taken place and the full tuition fee shall be charged for it.
3. In the event that the student decides to cancel a course, the student must inform the BM Project Manager at least two weeks (14 days) in advance.
4. Refunds for untaken paid learning sessions shall only be made if the conditions for discontinuation of courses as set out in Clause 7.4 have been adhered to.
5. Final Provisions

**8.1.** By making payment for learning sessions or a full course, the student agrees to the Provisions for Tutoring Procedures of Baltic Media and undertakes to observe them for the full duration of the tutoring.

1. Any dispute, disagreement, or claim arising from the Distance Agreement and concerning a breach of Agreement shall be settled by negotiation of the Parties. If this is not possible, all disputes shall be settled in accordance with the procedures provided for in the laws and regulations of the Republic of Latvia.