FAQs

How do I know which option to choose?

Please browse the website and then use the Contact page to contact ELTree for more details. You will then be sent the Info & Pricing guide via email. Plus, you have a free inital video call with Tree to discuss what you need and how we can best work together.

How do I pay?

Payment is made in full in advance by card via Stripe. Once an invoice has been issued and a schedule agreed, you are set up on the system and can top up your credit. Prices are in GBP.

Where do the sessions take place?

On the interactive learning platform Tutorbranch. Look out for an invite email from ELTree. You will be set up with a free account and can take a test drive ahead of your initial call. Guidance document and brief demo included.

What equipment do I need?

For successful online learning, you need a laptop or desktop computer (not a smartphone or tablet!) with a working camera and headphones/microphone. Make sure you have a suitable study space, note-taking materials to hand, a good internet connection and an up-to-date version of the Chrome or Firefox browser.

How do I organise my schedule?

Your learning schedule is discussed and planned in advance. Tree sets up the sessions with email reminders from the platform. Blocks of 6 or 10 sessions are to be completed within 3 months. Introductory discount prices are for short course blocks booked in 2022 only.

What if I need to cancel?

If you cancel a session with 12 to 24 hours' notice, it will be counted as completed and you pay 50% of the cost. If you cancel within 12 hours of the start time, then the whole session payment is taken from your credit.

What if I change my mind completely?

If, within two weeks (and at least one session), you decide you don't want to continue, then you can receive a refund, minus a £25 admin fee.

What if I want to learn in a group?

You make rapid and effective progress in the one-to-one environment! An ELTree subscription group is in the pipeline for 2023 but if you want to practise speaking in a pair before then, please let Tree know.

Ts & Cs

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