



### Terms and Conditions

These terms and conditions are valid for all tuition carried out from September 2022 by Katherine Neale – Malvern Tutoring.

#### Registration

- Parents are required to provide adequate contact details; this will allow effective communication.
- I will require: an email address and at least one mobile contact number. Please ensure you notify me of any changes as soon as possible.

#### Booking and Payment

- Sessions which are shared will be charged at £38.00 for a 45-minute session.
- The first tutoring session in non-committal and requires payment in full before the first lesson takes place.

#### Half-termly invoices:

- After the initial tutoring session and you agree to the terms and conditions (if no email is received stating you disagree with these then it is assumed you have agreed) then lessons are to be paid on receipt of the invoice or at the latest, the day **before** the first session is carried out (for half-term blocks.)

#### Weekly invoices:

- After the initial tutoring sessions and you agree to the terms and conditions (if no email is received stating you disagree with these then it is assumed you have agreed) then lessons are to be paid on receipt of the invoice which will be on the Sunday before the planned lesson or at the latest, the day **before** the session is due to be carried out each week (for weekly invoices.)
- Payment for tuition is to be made via bank transfer details are:

**Name:** Mrs K E Neale

**Account Number:** 35617677

**Sort Code:** 40 - 11 - 92

- By booking a term time slot, you agree to **pay** and **attend all** the sessions which are set out in the term dates whether if it is upfront for the half-term or on a weekly basis.

- If you cannot make certain dates, please let me know as soon as you are in receipt of the sessions. If possible, an alternative day/time will be provided otherwise work for that session will be sent to you when that lesson is due to be carried out.

- All ad hoc/holiday tuition is payable in **full** for **all sessions** agreed to secure the lessons.

### **Cancellations**

- If you require to cancel a lesson call: 07825199627. If I do not pick up, please leave a message, and send a message either via WhatsApp or email.
- Missed sessions are non-refundable, as these sessions require a level of commitment; however, due to medical emergencies, I will offer an alternative session (if I am able to.)
- Sessions cancelled by me and not rescheduled will be refunded **in full** or credited to your account. - *Whichever you prefer.*
- Cancellation of the tuition contract is to be made in writing/email with 6 weeks which is a half-term notice (holidays are not included in the notice period such as summer holidays.)
- If you choose to **cancel** a lesson for any other reason other than illness, work will be sent by email for your child to support continued learning. ***The lesson fee is still payable.***

### **Face to Face Tuition - Absences/illness:**

- To avoid the spread of illness to students with compromised immune systems, any student with an infectious illness which would require them to be absent from school **should not** attend tuition in person.
- If your child is well enough for online tuition, an online session can be arranged when your scheduled session should be carried out (please note as much notice as possible is appreciated for this, as the lesson and resources need to be adapted and requires preparation before it is delivered.)

### **Timekeeping and parental involvement**

#### **Online:**

- All sessions are 45 minutes teaching time. If for any reason your child is late or is absent from their screen, I will remain online for the remaining time of your child's session, but I will not be able to extend the lesson if you are late.

#### **Face to Face:**

- All drop off and collections of pupils for face-to-face tuition - please wait outside the back door and I will welcome you in at the time agreed for the lesson and return your child at the end of the session. Please do not knock to say you are here

as this sets off the dogs, and I am always notified when you arrive by the ring doorbell, and I will also be dismissing the previous student at the time you are due too.

- Resources supplied to reinforce learning at home between sessions are to be returned by the following session.

### **Feedback:**

- After each session carried out online I will either send the interactive whiteboard which we have worked on in our session and/or photographs of the work completed so you understand what has been covered in the session.
- After each session carried out face-to-face, I will either send home the exercise book we have been working in and/or send photographs of work completed so you understand what has been covered in the session.

### **Meetings:**

- If you require to arrange a face-to-face or telephone meeting to discuss your child/children's progress in further detail, to that what is provided in the weekly updates, I reserve the right to charge for meetings as these are outside of session times.

### **Assessments/Reports:**

- Assessments and reports are available at request. Prior notice is required and will be charged on a case-by-case basis. The website has some guidance if this is of interest.

### **Sessions:**

- Sessions will not be recorded (audio or video) without written prior consent from yourself.
- It is the parent's responsibility to provide details of any allergies, special needs, or medical concerns.
- Please make sure your child brings a drink to their session and is ready with all the resources they require so we can achieve the most out of each lesson.

### **Malvern Tutoring resources:**

- Resources that are created by Malvern Tutoring are the property of Malvern Tutoring.
- Resources or worksheets sent by email are strictly for use for the student intended and who presently receives tuition from Malvern Tutoring.
- Any other use of/for the resources must be requested in writing or by email and a reason for their use before permission is granted. Permission will only be granted by email if Katherine Neale from Malvern Tutoring believes the resource is not being used and copyright is not being violated.

I agree to the Terms and Conditions listed above from  
Malvern Tutoring.

Sign:

Date:

**My contact details as of completion of the Terms and Conditions:**

Email address:

Contact number:

Emergency contact number:

Name of the emergency contact (relationship to the pupil is not necessary):