



Terms and Conditions Document

Updated: October 2024

Name of Student:	
Name of Parent/Guardian:	
E-mail Address:	
Phone Number:	
Nature of Tuition:	Large Group/Small Group/One to One
Day and Time of Lesson(s):	Mon/Tues/Wed/Thurs Time: All lessons are on-line and run for 1 hour.
Payment:	Invoices for the month ahead will be created and sent by the 15th day of the calendar month prior. All payments must be made by 28th of each month for the month ahead. A 10% fee will be charged for late payment.
School Holidays and Bank Holidays:	Tuition sessions will continue on bank holidays and through school holidays, except for the Christmas Holidays.
Student Absence:	At least 48 hours notice to be given to cancel your lesson and if possible, we will re-schedule your lesson. A refund will be given if we cannot re-schedule your lesson and sufficient notice has been given. Lessons not attended or cancelled without sufficient notice are payable in full/non-refundable. In the event that a student does not arrive at the start of the lesson, a reminder will be sent and the tutor will wait for 15 minutes before leaving the session and logging the lesson as not attended.
Tutor Absence:	In the event that the tutor on holiday or is unwell and cannot carry out the planned lesson the following will be offered: a rearranged session or the fee for the lesson refunded.
Notice Period:	There may come a time when goals have been met or tuition is no longer required by you. Please provide 2 weeks notice prior to tuition ceasing. This will allow Arc-Tuition to increase advertising during this time to find new students to replace those who are moving on.

Photos and Recording of Lessons:	<p>Lessons may be recorded or we may take photographs to evidence the learning that is taking place and the progress of you/your child. These recordings/photos may be used for publicity purposes, including social media and material for our website. Please read and tick accordingly to give your consent:</p> <ul style="list-style-type: none"> • I hereby consent to Arc-Tuition using photographs of my/my child's work ONLY for publicity purposes including social media and website imagery. • I hereby consent to Arc-Tuition using photographs of me/my child for publicity purposes including social media and website imagery. • I hereby consent to Arc-Tuition using recordings of me/my child for publicity purposes including social media and website imagery. • I DO NOT consent to Arc-Tuition using photographs of me/my child for publicity purposes including social media and website imagery. • I DO NOT consent to Arc-Tuition using recordings of me/my child for publicity purposes including social media and website imagery.
Contactable Hours:	<p>Arc-Tuition can be contacted by email, messaging Arc-Tuition Facebook Page, or by Whatsapp message during the hours of 9am - 6pm, Monday to Friday.</p> <p>Where possible, all messages and queries will be answered as soon as possible, if not within 48 hours of receiving correspondence.</p>
Progress	<p>Please note that as so many different factors can affect performance in exams, we cannot guarantee you/your child achieving a particular grade.</p>

To be completed by the Student/Parent/Guardian

I, the student/parent/guardian, agree to the conditions set out in this agreement and agree to provide a reasonable notice period of any changes that need to be made to this agreement.

Signed:_____ Date:_____

To be completed by the Tutor

I, the tutor, agree to the conditions set out in this agreement and agree to provide a reasonable notice period of any changes that need to be made to this agreement.

Signed:_____ Date:_____