

**Peckham Tutors Ltd**

**Terms & Conditions**



## **1. Introduction**

These Terms & Conditions govern the provision of tutoring services arranged through Peckham Tutors Ltd (“Peckham Tutors”, “we”, “our”, or “us”).

By engaging a tutor through Peckham Tutors Ltd, the Client agrees to be bound by these Terms & Conditions together with any agreed lesson arrangements, invoices, and related policies.

## **2. Role of Peckham Tutors Ltd**

Peckham Tutors Ltd is a tutoring agency that connects Clients with carefully selected, self-employed Tutors.

Peckham Tutors Ltd is responsible for introducing appropriately vetted Tutors, coordinating tuition arrangements, managing invoicing and payments, maintaining appropriate safeguarding procedures, and providing ongoing support and communication.

Tutors operate as independent, self-employed professionals and are responsible for planning and delivering tuition appropriate to each Student’s individual needs.

The Client enters into an agreement with Peckham Tutors Ltd for the arrangement and administration of tuition. Lessons are delivered by independent Tutors engaged separately by Peckham Tutors Ltd.

Peckham Tutors Ltd remains responsible for its own contractual, administrative and safeguarding obligations.

## **3. Tuition Arrangements**

Lesson arrangements including:

- lesson length,

- fees,
- location,
- subject,
- tutor allocation,
- and scheduling

will be agreed in advance between the Client, Tutor, and/or Peckham Tutors Ltd.

Tuition may be delivered:

- online,
- in person,
- or in another agreed format.

For online tuition, Clients are responsible for ensuring that the Student has access to:

- a suitable device,
- a stable internet connection,
- and an appropriate learning environment.

## **4. Fees, Invoicing & Payment**

Fees for tuition will be agreed in advance.

Clients will be invoiced directly by Peckham Tutors Ltd for tuition arranged through the agency. All payments must be made to Peckham Tutors Ltd unless otherwise agreed in writing. Tutors are paid separately by Peckham Tutors Ltd in accordance with their individual agreements.

Peckham Tutors Ltd will normally issue invoices monthly for lessons delivered during the preceding period unless otherwise agreed.

Invoices are payable within 48 hours of issue.

Failure to make payment within this timeframe may result in:

- suspension of tuition,

- cancellation of future lessons,
- or termination of the tutoring arrangement.

Peckham Tutors Ltd reserves the right to discontinue tuition arrangements in cases of persistent non-payment.

## **5. Cancellations & Notice**

Cancellation and notice requirements will be confirmed in the Client's individual Agreement Summary.

Unless otherwise agreed in writing, lessons cancelled by the Client with less than 48 hours' notice will be charged at the full agreed lesson rate.

The first month of tuition will ordinarily be treated as a trial period. During this period, the Client may discontinue tuition without providing 30 days' notice, although the usual 48-hour lesson cancellation policy will continue to apply.

Following the trial period, the Client is required to provide 30 days' written notice to end ongoing tuition arrangements, unless otherwise agreed.

If a Tutor cancels a lesson, the Client will not be charged for that lesson. Where possible, an alternative lesson time may be arranged.

Any applicable statutory cancellation rights are unaffected by these provisions.

## **6. Client Responsibilities**

The Client (being the parent, guardian, or adult student) agrees to:

- Ensure timely payment of invoices.
- Make reasonable efforts to adhere to agreed lesson times.
- Provide an appropriate environment for tuition.
- Ensure respectful and appropriate conduct during lessons.
- Communicate any concerns or proposed changes promptly.

- Adhere to agreed cancellation and notice requirements.

The Client is responsible for the cost of any agreed learning materials or examination resources unless otherwise stated.

## **7. Tutor Responsibilities**

Tutors introduced by Peckham Tutors Ltd agree to:

- Prepare and deliver lessons appropriate to the Student's needs.
- Arrive punctually and communicate any delays promptly.
- Maintain professional standards and boundaries at all times.
- Provide reasonable feedback regarding progress where appropriate.
- Notify Peckham Tutors Ltd of any relevant changes affecting tuition arrangements.

## **8. Safeguarding & Conduct**

All tutors introduced through Peckham Tutors Ltd hold enhanced DBS checks where appropriate.

Professionalism, confidentiality, and safeguarding standards are expected at all times.

For in-person tuition delivered in the family home, a parent or responsible adult is expected to remain on the premises for the duration of the lesson unless alternative arrangements have been agreed in advance with Peckham Tutors Ltd.

Peckham Tutors Ltd reserves the right to terminate tuition arrangements where safeguarding concerns or inappropriate conduct arise.

## **9. Liability**

Peckham Tutors Ltd takes reasonable care in selecting Tutors, coordinating tuition arrangements and carrying out its administrative and safeguarding responsibilities.

Tutors are independent, self-employed professionals responsible for planning and delivering lessons with reasonable care and skill.

While Peckham Tutors Ltd aims to provide a high standard of service, no particular academic result, examination grade or school admission outcome can be guaranteed.

Peckham Tutors Ltd is responsible for losses caused by its own breach of contract or failure to exercise reasonable care and skill, to the extent required by applicable law.

Nothing in these Terms & Conditions excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Nothing in these Terms & Conditions affects the Client's statutory consumer rights.

## **10. Agency Responsibilities**

Peckham Tutors Ltd is responsible for:

- Introducing appropriately vetted Tutors, including carrying out relevant DBS and safeguarding checks.
- Coordinating tuition arrangements between Clients and Tutors.
- Managing invoicing and payments.
- Maintaining appropriate safeguarding procedures and oversight.
- Providing ongoing support and communication to Clients and Tutors.
- Maintaining reasonable professional standards across the agency.

## **11. Privacy & Data Protection**

Peckham Tutors Ltd processes personal data in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

Please refer to our Privacy Policy for further information regarding:

- how personal data is collected,
- how it is used,
- and the rights of Clients and Tutors.

## **12. Governing Law**

These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales.

## **13. Company Information**

Peckham Tutors Ltd  
Company No. 17216958  
Registered in England & Wales

Registered Office:  
28a Tresco Road  
London  
SE15 3PX  
United Kingdom

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