

Discovery Tuition - Groups

Terms and Conditions



Agreement Overview These Terms and Conditions ("Agreement") govern the tutoring services ("Services") provided by Discovery Tuition ("Tutor") to the student ("Student") or their legal guardian ("Parent"). By booking or attending a session, the Student and Parent agrees to these terms.

Services Provided The Tutor will provide academic assistance, as agreed upon. Sessions will be conducted in person or virtually as agreed. The Tutor may modify the structure of the session based on the Student's needs and progress.

Contact Information Discovery Tuition can be contacted by:

- Email (discoverytuition25@gmail.com)
- Messaging Discovery Tuition's Facebook page
- WhatsApp messages (07788899706)

Working Hours During the hours of 8am-7pm, Monday to Friday. Where possible, all messages and queries will be answered as soon as possible, if not within 24 of receiving correspondence.

Payments Date and time of agreed tuition sessions.

Monday	Tuesday	Wednesday	Thursday	Friday

Small Groups hourly rates: £20 per hour.

Payments are due before the beginning of each calendar month.

The Tutor will issue invoices for the month ahead and send them via email.

The accepted payment method is by bank transfer:

Miss Emma Callow

Sort Code:11-13-52

Account:12164369

To reserve your place for a specific group session, a non-refundable deposit equal to 25% of the total term's tuition will be invoiced. This deposit secures your spot and will be deducted from the full tuition fee for the term.

Full payment is required by the date stated on your invoice. Failure to meet this deadline will incur a late payment fee of 10% to cover administration. If full payment is not received, the tuition will be suspended and will not proceed until payment has been made in full.

If you anticipate any difficulty in meeting the payment deadline, please contact Discovery Tuition as soon as possible to discuss your circumstances.

Length of Contract	Once a start date is agreed and the first session has commenced, this agreement will be open-ended until any party (the Tutor, Student or Parent) cancels it. The Termination of Agreement clause must be followed.
Scheduling commitment	By enrolling with Discovery Tuition, you agree to follow the schedule and term dates set by Discovery Tuition, which generally align with the academic school year. Once a tuition day and time have been agreed upon, payment for all scheduled sessions is required in full. Any changes, cancellations, or exceptions may only be granted at the Tutor's discretion in cases of extenuating circumstances.
Safeguarding: Small Group	Sessions will take place at a hired venue (depending on days and times). These buildings are open to the public. The Parent has responsibility for their child. The Tutor recommends that a responsible adult (18 Years +) stays on the premises during the session e.g. in a waiting area. Other families will be present for the session.
Safeguarding: Online	During the online tuition sessions, the Parent has responsibility for their child. The Tutor recommends that a responsible adult (18 Years +) must be within the vicinity (visual or hearing distance) to ensure the Student is OK during their online tutoring sessions.
Student Expectations	For each session, the Student must be prepared with the correct equipment. It is recommended to have a notepad / paper, pen, pencil and ruler. Other specialized equipment may be required during certain lessons, e.g. calculators and protractors. Students are encouraged to actively participate and communicate any difficulties with the subject matter.
Tutor Expectations	The Tutor will provide professional, courteous, and effective instruction during the sessions. The Tutor will respect the Student's pace of learning and adjust instruction to suit their needs. The Tutor will provide appropriate supplementary resources to support the Student's learning. These materials are in addition to any standard resources the Student is expected to supply.

Code of Conduct	The Tutor, Student and Parents are required to be kind, polite and respectful at all times. The Tutor will not tolerate any form of physical or verbal abuse towards our other party. The Tutor reserves the right to terminate this agreement, with immediate effect, if they are mistreated in any way (verbal or physical).
Confidentiality	Any personal information shared during tutoring sessions will be kept confidential. The Tutor will not disclose the Student's academic progress to third parties without consent from the Parent, except in cases required by law.
Liability	The Tutor is not liable for any loss, injury, or damage incurred during the tutoring sessions, except as required by law.
Online Tuition	Sessions will be held on TEAMS. Information regarding the meeting link will be emailed in advance of the session commencing.
Technical Issues: Online	The Student will need to be able to access TEAMS and be ready for a prompt start at the agreed time. If there are any issues with the connection, the Tutor agrees to wait for 15 minutes until a solution is found. In the event the issue lasts longer, contact The Tutor by WhatsApp/Email to update them on the problem.
Unarranged Absences (such as sickness)	Late cancellations (less than 24 hours' notice) or 'no show' will still be charged at the hourly rate. If notice is given, with more than 24 hours prior to the session being held, the tutor may offer an alternative session, depending on availability.
Arranged Absences (such as holiday)	A 6-week notice period is required in the event of any arranged absences. The Tutor will allow for up to a 3-week pre-arranged absence. Please note – up to 2 pre-arranged absences will be permitted per academic year. After this full payment will be required to hold your child's place.
Bank holidays	If your tutoring session falls on a Bank Holiday, the Tutor will arrange an alternative session, depending on availability OR the session will be credited to the next term.

Half Term / School Holidays	All sessions will stop for a break during these days. Alternative sessions can be arranged with prior agreement.
Holiday Tuition Sessions	The Tutor will inform Students / Parents of any 'holiday' tuition sessions. These will be booked on a first come first served basis.
Severe Weather Conditions	In the event of severe weather conditions (extreme flooding, severe thunderstorms, heavy snow) and venues (student's home or hired venues) not being accessible, sessions will be moved online using TEAMS. The Tutor will contact the Student / Parent at their earlier convenience to make these arrangements. If the Student / Parent elects to cancel a session due to severe weather, these sessions will be chargeable as sessions will be taking place online.
Tutor sickness	If the Tutor is too unwell to carry out the planned session or an emergency occurs, the following will be offered: an alternative session, depending on availability OR the session will be credited to next term.
Small Group Tuition Cancellation	Small Group Tuition runs with a minimum of 2 students. In these cases, should any family stop their participation in Small Group Tuition, the Student / Parent would have the choice to: 1. Use the allocated time slot for 1:1 tuition at the price specified (on our most up-to-date price list), until another family signs up. 2. Join another Small Group, if there is availability (days and times may change).
Limitation of Liability	The Tutor's liability for any claim arising from the tutoring services is limited to the amount paid by the Student for the session(s) in question.
Termination of Agreement	If the Student / Parent requests to terminate this Agreement, the Tutor requires 4 weeks paid notice. All sessions will still be delivered. In cases whereby there has been inappropriate behaviour by either Student / Parent or failure to pay may result in termination of services without a refund. The Tutor may terminate the tutoring arrangement at any time.
Photographs, Videos and Audio Material	The Tutor may take photographs / videos / audio recordings to evidence the learning that is taking place and the progress of the Student. These photos may be used for publicity purposes, including social media and material for our website. Unless otherwise directed by the Parent. Consent forms will need to be completed to indicate your permissions.
Information Updates	The Tutor reserves the right to update, add to or amend these Terms and Conditions at any time. Any changes will be communicated to the Student and Parent. A reasonable notice period will be given prior to any changes.

Agreement
Acceptance

By booking a tutoring session, the Student and Parent acknowledges and agrees to the above Terms and Conditions.

Updated: September 2026