

Terms and Conditions

1. Introduction

1.1 Company Information

Core Tutors Ltd

Email: coretutorsuk@gmail.com

Phone: 07551887326

1.2 Service Overview

Core Tutors Ltd provides educational services, specializing in GCSE and A-level tuition.

1.3 Agreement to Terms

Enrollment in our services signifies acceptance of these Terms and Conditions.

2. Enrollment and Registration

2.1 Enrollment Process

To enroll, complete all sections of the registration form and sign and date the Terms and Conditions.

2.2 Eligibility Criteria

Students must be studying for GCSE or A-level examinations.

2.3 Registration Fees

A non-refundable registration fee of £10 is required.

3. Fees and Payment Terms

3.1 Service Costs

- £12.5 per hour for Year 10/Year 11
 - £15 per hour for Year 12/Year 13
- Fees are pro-rated annually.

3.2 Payment Deadlines

Payments are due monthly on the last Saturday of the previous month.

E.g. If the first Saturday of April is the 5th, payment will be due on Saturday 29th of March.

3.3 Accepted Payment Methods

Payments are to be made in cash. A receipt will be issued upon payment.

If you have any concerns regarding cash payments, please contact management to discuss alternative arrangements.

3.4 Consequences of Late Payment

Admin fees for late payments are applicable and will be at the discretion of CORE Tutors.

3.5 Refund Conditions

Refunds are provided only in exceptional circumstances and at the discretion of Core Tutors Ltd.

4. Class Schedule and Attendance

4.1 Class Timetable

- 9:00 AM - 11:00 AM
- 11:15 AM - 1:15 PM

4.2 Attendance Expectations

Students must attend all scheduled classes promptly.

4.3 Absence Notification

Absences must be communicated **at least 72 hours** in advance via text message or phone call. Unnotified absences will not be refunded. For example, if your child's lesson is on Saturday at 9am, you will need to notify CORE Tutors before Wednesday 9am to be eligible for a possible refund.

4.4 Lateness

A grace period of [10] minutes is allowed for late arrivals.

4.5 Holiday Schedule

The centre observes national holidays and scheduled breaks. These will be communicated in advance and will not count as absences.

4.6 Parental Responsibility

Parents/guardians are responsible for ensuring their child's regular attendance and punctuality.

4.7 Centre Closures

In the event of unforeseen closures (e.g., inclement weather), affected classes will be rescheduled or reimbursed.

4.10 Class Size

Class sizes will usually be approximately 10 students of similar ability and year group.

5. Cancellation and Termination

5.1 Client Cancellation Process

Clients must provide one month's notice to cancel their enrollment.

5.2 Company's Right to Cancel

Core Tutors Ltd reserves the right to cancel classes or terminate enrollment at any time.

5.3 Breach of Terms Consequences

A breach of terms may result in cancellation of services, at the discretion of Core Tutors Ltd.

6. Code of Conduct

6.1 Behavioural Guidelines

Students must maintain respectful behaviour towards staff and peers, adhering to the centre's Student Code of Conduct.

6.2 Academic Integrity Standards

Honesty and integrity are paramount. Plagiarism, cheating, and academic dishonesty are strictly prohibited.

6.3 Disciplinary Procedures

Misconduct may result in warnings, parental involvement, suspension, or dismissal, depending on the severity.

7. Liability

7.1 Liability Limitations

Core Tutors Ltd is not responsible for any losses or damages related to its services beyond the scope of the provided services.

7.2 Client Indemnification

Clients agree to indemnify Core Tutors Ltd against certain claims, as outlined in the agreement.

8. Privacy and Data Protection

8.1 Personal Data Use

We collect personal data such as names, contact details, and academic information for enrolment, communication, and progress tracking.

8.2 Data Security Measures

We implement appropriate security measures to protect personal data against unauthorized access or loss.

8.3 Third-Party Data Sharing

Personal data will not be shared with third parties without prior consent, except where legally required.

8.4 Client Data Rights

Clients have the right to access, correct, or request the deletion of their personal data in accordance with applicable laws.

9. Intellectual Property

9.1 Ownership of Educational Materials

All educational materials provided remain the exclusive property of Core Tutors Ltd.

9.2 Usage Rights

Clients are granted a non-transferable, limited right to use materials for personal educational purposes only.

9.3 Copyright Notice

All materials are protected by copyright laws. Unauthorized copying or distribution is prohibited.

9.4 Recording Prohibition

Recording of lessons is prohibited without prior written consent from Core Tutors Ltd.

9.5 Ownership of Video Content

Videos featuring teachers or lessons remain the exclusive property of Core Tutors Ltd.

10. Complaints and Dispute Resolution

10.1 Submitting Complaints

Complaints should be submitted in writing via email or in person. We will acknowledge receipt within 10 business days and aim to resolve the issue promptly.

10.2 Dispute Resolution Mechanism

Disputes will be resolved through internal discussions and, if necessary, mediation. Legal action will be considered only after other resolutions are exhausted.

10.3 Legal Jurisdiction

This agreement is governed by the laws of the United Kingdom, with disputes subject to the exclusive jurisdiction of the courts in London.

11. Amendments

11.1 Modification of Terms

Terms and Conditions may be modified, with changes communicated to clients.

11.2 Notification of Amendments

Clients will be informed of any changes through email or written notification.

12. Miscellaneous

12.1 Severability Clause

If any provision is invalid, the remaining provisions will remain effective.

12.2 Entire Agreement Clause

These Terms and Conditions constitute the entire agreement between the client and Core Tutors Ltd.

12.3 Force Majeure Clause

Core Tutors Ltd is not liable for failures due to circumstances beyond its control.

13. Contact Information

For any questions or concerns, please contact us at:

Email: coretutorsuk@gmail.com

Phone: 07551887326

14. Acknowledgment

By enrolling at Core Tutors Ltd, I acknowledge that I have read, understood, and agree to the Terms and Conditions outlined in this document. I consent to the use of my personal data as described in the Privacy and Data Protection policy.

Client Name: _____

Signature: _____

Date: _____