



Aria Tuition

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Terms and Conditions

At Aria Tuition, our objective is to deliver high-quality tuition services to all our students. This protocol is designed to enhance the efficacy of tutoring engagements by fostering a comprehensive discussion between the tutor and the parent/student regarding their respective goals and expectations. To optimise the efficiency of our sessions, we kindly request that you thoroughly review and acquaint yourself with the terms and conditions before enrolling. A comprehensive understanding of the responsibilities assumed by each party serves as the foundational step toward a productive tutoring environment.. Please be advised, by enrolling your child at Aria Tuition, you are accepting the terms and conditions provided.

Agreement as a whole

This agreement constitutes the entire understanding between the parties with regard to the subject matter thereof and the parties waive the right to rely on any alleged expressed or implied provision not contained herein. Any alteration to this agreement must be done at least one month in advance, in writing, and signed by both parties.

Please note that once you have booked a monthly tuition membership with Aria Tuition it means that we have reserved a spot in our tutor's group exclusively for your child. No-shows, late arrivals and cancellations as this only inconvenience our tutors, but other students as well. The monthly packaged sessions are neither refundable nor transferable to the following month.

Payment - Direct Debit

The first initial payment is payable by cash, BACS or direct debit. Thereafter Aria Tuition operates a direct debit transfer monthly for tuition payments. You will need to agree and sign up for a rolling direct debit contract.

Payments will then be scheduled to be taken on the 1st* of every calendar month

*Collection dates can change for extenuating circumstances

Any instance of uncollected/declined payments to Aria Tuition, will incur a £30.00 charge and will be set to retry for the 15th of the same month. The party will have an option to avoid the £30.00 charge by making payment in cash at any of our locations or BACS within 7th day of the given month.

Payment - Cash

The first initial payment consists of two month's advance payment to cover the start and final month of the tuition membership.

The first initial payment is expected before their first scheduled session. All future payments are expected on the 1st day of the month or before the 1st scheduled session of every month. For any instance of an uncollected payment after the first session will incur a £30.00 charge. The party will have an option to avoid the £30.00 charge by making payment in cash at any of our locations by the 7th day of the month.

Applies to all methods of payment.

Any late payments will have statutory late payment charges and interest added at the UK statutory interest rate of 8% above the Bank of England base rate until such time as the balance has been paid in full.

Payments will continue to run as usual if you stop attending, unless we receive one month's written notice via emailing to hello@ariatuition.com (Please refer Cancellation of tuition membership as a whole). We do not accept liability if a parent fails to provide the written cancellation notice and no credit or refund is applied. Cancellation notice can only be provided via emailing to hello@ariatuition.com. We do not accept text, calls or in-centre discussions.

Aria Tuition reserves the right to seek recovery of any outstanding balances through collection agencies and/or through the relevant claims court. In such circumstances the parent/guardian warrants that they shall be liable for

any and all administrative costs, collection agency costs, legal and pre legal recovery agency costs without dispute or variation.

Late cancellation / no-show

Parents should bring their child on time to sessions. Adjustments are not made due to time lost because of lateness by the students.

A cancellation is considered late when the appointment is cancelled less than 24 hours before the tuition session.

A no-show is when a student misses a session without cancelling. In either case, we will charge for the tuition session. To avoid the penalty, please provide absence notice at least 24 hours prior to your child's tuition session.

Absence notice and Catch ups

In order to be respectful of fellow students, please provide a written absence notice to hello@ariatuition.com at least 24 hours before your session is scheduled to take place. We do not accept calls, texts or in centre discussions. Absence notice provided after this will be considered a late session.

If you have to inform an absence notice for your child's tuition session, we can only offer to arrange a catch up session for you within 14 days at any of our locations, subject to availability. We do not allow an absent session to be rescheduled after 14 days. Absent sessions are nor (neither) refunded or (nor) transferred

Freezing of tuition membership

We understand that you may want an extended break due to a holiday, illness or any other reason to which we are able to freeze your membership. Please provide one calendar month's advance written notice to hello@ariatuition.com. We are able to freeze your account for a minimum of one month and a maximum of two months. To hold your child's place, the direct debit will be charged in advance for the month you will return. Upon your return your direct debit will be set to £0.

Freezing of tuition membership for less than a month

Freezing of tuition memberships can only take place for a period of one or two months. We are unable to freeze *memberships for* a partial month. For instance, where an extended break of time is for 2 weeks, you are only able to provide an absence notice for the sessions to which catch up sessions can be arranged. These sessions cannot be frozen.

Closures

We will not be liable for any loss suffered by parents, arising, directly or indirectly, from Centre closure or the non-attendance of a child for any reason; i.e. sickness, holidays, Bank Holidays, school holidays etc.

Changing Sessions Days and membership package

If you wish to amend the package you are on or the day your child attends sessions, they must be in writing providing a month's notice and sent to hello@ariatuition.com. We do not accept notice by text, call or verbal discussion at the centre. Written notice (must be) provided up to 7th of the calendar month. We are able to accommodate the change of day or membership package from the following month subject to availability. For written notice given after the 7th, you will have to see the following month through with your current membership package and the requested change will be applied the month after subject to availability*

*Condition can change for extenuating circumstance however requires approval from senior management

Cancellation of tuition membership as a whole

If you are looking to leave our tuition service indefinitely, we require one calendar month's advance written notice by emailing hello@ariatuition.com. We do not accept notice provided by text, call or verbal notice in the centre. If you wish to cancel by the 7th of any given month by providing written notice to hello@ariatuition.com, we are able to cancel the account from the given month, after successful payment collection. However, any written notice provided after the 7th of a given month, you will be required to see through and also pay for the following month as your one calendar month's advance notice.

For example, an emailed written cancellation notice provided on the 6th January will result in January being the final month of sessions. However an emailed written cancellation notice provided on the 8th January would result to February being the final month of sessions

Aria Tuition reserves the right to terminate any contract with immediate effect if a parent, carer or child displays inappropriate, threatening behaviour or any violation of the disciplinary policy to which no refund will be given.

For any deposits, payments will be returned in the manner received within 5 working days after their final session. .

Relaxation of Terms

No relaxation, indulgence, waiver or release by any party of any of the (don't need "of the") rights in terms of this agreement on one occasion shall prevent the subsequent enforcement of such rights and shall not be deemed to be a waiver of any subsequent breach of any of the terms. A notice period of no less than one month will be given before any fee increase, closure of business or change in operation or services offered, where possible.

Price Changes

Aria Tuition may from time to time change the price of its tuition services and communicate any price changes to you in advance on reasonable notice. Price changes will take effect at the start of the next month following the date of the price change. Subject to applicable law, by continuing your membership with Aria Tuition, you will have accepted the new price. If you do not agree to the price change, please follow the cancellation process as detailed in our terms and conditions.

Complaints

At Aria Tuition we accept that every parent/ guardian has the right to express their views if they are unsatisfied with issues involving their child's education or the centre as a whole. Should such a situation arise we ask that parents email to hello@ariatuition.com

Personal Belongings and Damages

Aria Tuition will make all efforts to avoid any loss or damage to any child's personal belongings, however Aria Tuition will not be held responsible for the loss or damage to any items of children's property. All children's personal belongings should be clearly labelled with their names and schools they attend and should be at their possession at all times.

Parents/guardians are liable to pay for any damages caused by the child attending. Damages include graffiti and breakage of Aria Tuitions belongings.

Equipment and Resources

Aria Tuition services consist of only full contact education from teacher to student. It is the parent/guardian's responsibility to provide students with all writing equipment, paper, folders, scientific calculators and any other equipment deemed necessary. Any extra books or resources that are required for the child is liable to be paid by the parent/guardian.

Medication

Parents must inform the centre in writing prior to their child attending of any medical requirements. The centre must also be informed in line with all allergies and any known cause of adverse reactions from; food, medication, activities etc. Parents must keep staff updated in line with any changes through written notification to hello@ariatuition.com when they become aware.

Prescribed medication will be administered by a parent/guardian. No medication will be administered by anyone other than the parent/guardian. Aria Tuition will not be held responsible for any adverse reactions to any medication given.

Accidents and Illness

Parents will be informed of all accidents and asked to sign an 'Accident / Incident Form'. In the event of a more serious accident involving hospital treatment, the centre will make every attempt to contact the parents. If unsuccessful, Aria Tuition will contact the person listed as emergency contact. The Centre reserves the right to allow medical experts to act on behalf of the parents and authorise any necessary treatment should no successful contact be made. The centre will ensure that a member of staff always accompanies the child to the hospital and awaits the arrival of the parents/guardians. We will require parents to collect their child from Aria Tuition, in the event that the child appears unwell, or is, or has recently been suffering from any contagious disease / infection and there remains a danger of other children being at risk of contracting such diseases / infections. Children are not permitted back to Aria Tuition following an illness until they have (fully recovered) passed.

We accept no responsibility for any child contracting contagious diseases / infections during Centre hours.

Security

Children will only be released to adults authorised to do so by the parents on the correct form.

We only release children into the care of an adult.

In an emergency situation, where the authorised adult cannot collect the child, the person who does collect the

child will need to provide evidence that he/she has the authorisation of the parent/carer. The child's safety will be the primary concern at all times.

Aria Tuition will contact the parents by phone if an unexpected person comes to collect the child. We reserve the right to refuse to release a child until the parent arrives.

Thank you for choosing Aria Tuition and we look forward to having you with us to unleash your child's potential!