



## Terms and Conditions

These terms and conditions are valid for all tuition carried out from November 2023 by Robert Pugh – RP tutoring.

### Registration and contact

- Upon initial registration, RP tutoring require: an email address and at least one contact number (preferably mobile). It is the customer's responsibility to inform RP tutoring of any change in contact details.

### Booking and Payment

- Individual tutoring sessions will be charged at £38.00 for each 45-minute session.
- The first tutoring session is non-committal, for both customer and tutor, and requires payment in full before this non-committal trial lesson takes place.
- On completion of the trial tutoring session, if you wish to continue lessons with RP tutoring then a block booking (half-termly sessions of 1 session per week) **must** be made, which is the remaining length of the school half term.
- RP tutoring reserve the right to no longer offer tutoring sessions to any student once the trial non-committal session has been completed.
- If you wish to continue with sessions on completion of the trial tutoring lesson, and if the arrangement of further sessions has been agreed with RP tutoring, a copy of the terms and conditions **must** be signed/an agreement acknowledged to secure a block booking.
- "Block booking" spaces for students who have completed an initial tutoring session will be reserved for 24 hours from the completion of the trial session. The terms and conditions **must** be signed/an agreement acknowledge and returned to RP tutoring within 24 hours of the initial tutoring session to secure the block booking.
- Should a signed/acknowledged agreement of the terms and conditions not be returned to RP tutoring within 24 hours of the initial tutoring session, the space will become available to other customers.
- Payment for block booking is to be received as per "Half-termly invoices" section below.
- Payment for any formal assessments and homework is to be paid on receipt of the invoice or at the latest, the day **before** the respective session.
- Payment for any other services considered by RP tutoring to be "extras" are also required on receipt of the invoice or at the latest, the day **before** the respective session.

- At the completion of the final session of the block booking, a further new booking is required with RP tutoring for any further tuition. RP tutoring cannot guarantee that space will be available on the same time as previous tutoring sessions.

### **Half-termly invoices:**

- A customer may request to be invoiced and pay for all of the block sessions in advance.
- RP tutoring reserves the right to withdraw this payment method.
- Once block bookings have been agreed with RP tutoring and an acknowledge of agreement/signed terms and conditions received by RP tutoring, lessons are to be paid on receipt of the invoice or at the latest, the day **before** the first of the (half-term) block sessions is carried out.
- Payment for tuition is to be made via bank transfer to the bank details below.
- RP tutoring requires the payment description on bank transfers to match the invoice number provided by RP tutoring.

**Name:** Mr R J Pugh

**Account Number:** 82268922

**Sort Code:** 40-24-11

- By booking a (half-term) slot with RP tutoring, you agree to **pay** and **attend all** the sessions which are set out in the term dates.

*On receipt of upcoming sessions, if a customer is unable to attend any dates, they must contact and inform RP tutoring as soon as possible. RP tutoring will attempt to offer an alternative day/time however if this is not possible then RP tutoring will send work as an alternative for the unattended session. The customer will still be charged for this session.*

- All ad hoc/holiday tuition is payable in **full** for **all sessions** agreed to secure the lessons – as per individual tutoring session arrangements above.

### **Cancellations**

- If you require a lesson to be cancelled, you must inform RP tutoring as soon as possible by calling: 01684 562595 or 07810183235. If no answer, please leave a message, and send a message either via WhatsApp or email.
- Missed sessions are non-refundable, as these sessions require a level of commitment; however for any cancellation deemed by RP tutoring to be medical/family emergencies, an alternative session can be arranged where possible and appropriate.

- Sessions cancelled by RP tutoring and not rescheduled will be refunded **in full** or credited to customer's account for the full amount owed. Any remaining sessions of a block booking with RP tutoring will still go ahead unless stated otherwise.
- Cancellation by the customer of the tuition contract is to be made in writing/email to RP tutoring.
- A notice period of 5 weeks (or half-term – whichever is shorter) is required by RP tutoring by a customer cancelling their tuition sessions (school holidays are not included in the notice period).
- If you choose to **cancel** a lesson for any other reason other than illness, work will be sent by email for your child to support continued learning. ***The lesson fee is still payable.***
- RP tutoring reserve the right to cancel the tuition contract at any time and without any given reason or notice period.
- RP tutoring reserve the right to not fulfil any remaining sessions of any block booked sessions.
- Should RP tutoring cancel a tuition contract and payment has already been received of any future sessions, the customer will receive a **full refund** of any amount outstanding where services have not already been provided.

#### **Absences/illness:**

- RP tutoring request that if a student is ill on the day of their session they should not attend RP tutoring for their face to face session, to avoid the spread of illness.
- For any home visit tutoring sessions, please inform RP tutoring if a student is ill as soon as possible. RP tutoring reserve the right to not travel to a student's home and deliver the tutoring session if the student is ill with a contagious illness.
- RP tutoring request that any illness to a member of a home visit household is declared as soon as possible. RP tutoring reserve the right to not travel to a student's home and deliver the tutoring session if a member of the household is ill with a contagious illness.
- In the event of illness, RP tutoring will offer an online alternative, if possible and appropriate, at the same time and date as the scheduled face to face session.

#### **Timekeeping and parental involvement**

##### **Face to Face**

- Face to face sessions at RP tutoring last for 45 minutes.
- Students must attend at the pre-agreed lesson time.
- RP tutoring requests that students, and those supervising (parents, guardians) where appropriate, wait outside the front door of RP tutoring until collected for the tutoring session by the member of staff from RP tutoring.
- Students will be returned to the front door on the completion of the tutoring session by a member of staff from RP tutoring.

- Following each face-to-face session, RP tutoring will send an email/WhatsApp message (dependant on customer preference) providing feedback of the session within 24 hours of the end of the session. This will often, but not always, be accompanied by photographs of the session/any resources used where appropriate, and if requested.

### **Online:**

- As with face-to-face sessions, online sessions with RP tutoring last for 45 minutes.
- Should any student be late or absent from the screen, the tutor will remain on screen and this will count towards tutoring time.
- Lessons cannot be extended beyond the scheduled finish time.
- Following each online session, RP tutoring will send an email/WhatsApp message (dependant on customer preference) providing feedback of the session within 24 hours of the end of the session. Customers can also request a copy of any interactive resources used (which may or may not be used in the sessions) to be attached and sent over also.

### **Attending the premises of clients:**

- For any sessions held at the premises of a student, RP tutoring requires a supervisory and responsible adult to also be present at the premises – preferably the parent/guardian of the student being tutored.
- Should there be no other adult present on arrival of the session at the agreed time and location, RP tutoring reserve the right to not enter the premises and undertake the session. The client will still be charged for this session.

### **Parent/Guardian discussions/meetings:**

- In addition to weekly feedback provided by email/WhatsApp: face-to-face, virtual or telephone meetings with RP tutoring to further discuss student progress is available on request. However, RP tutoring reserve the right to incur a further charge for this service owing to the fact it is outside of tutoring time.

### **Recording:**

- For safeguarding purposes, face-to-face sessions at RP tutoring and face-to-face sessions at the premises of a student will be video recorded. By agreeing to the terms and conditions you are giving permission for RP tutoring to record and temporarily store the session recording.
- Video recordings will be stored by RP tutoring electronically and securely.
- The recording of the session will not be used for any other purpose by RP tutoring nor shown to any outside party or agency.
- Customers can request a copy of the session recording by contacting RP tutoring.

- For safeguarding purposes, online sessions at RP tutoring will be recorded. By agreeing to the terms and conditions you are giving permission for RP tutoring to record and temporarily store the session recording.
- Online video recordings will be stored by RP tutoring electronically and securely.
- The recording of the session will not be used for any other purpose by RP tutoring nor shown to any outside party or agency.
- Customers can request a copy of the session recording by contacting RP tutoring.
- See GDPR and privacy policy for further details on video recording.

### **Session requirements:**

- Please inform RP tutoring of any allergies, special requirements or medical needs when arranging tutoring sessions.
- RP tutoring request that students provide and bring any refreshments they require to the session.

### **Behaviour and conduct**

- Abusive and offensive behaviour of both students and adults towards any other person will not be tolerated by RP tutoring.
- RP tutoring reserve the right to stop any session at any time as a result of any abusive behaviour.
- RP tutoring reserve the right to cancel any contract at any time as a result of any abusive behaviour.
- Refusal to take part or complete a session by a student will not be tolerated by RP tutoring.
- RP tutoring reserve the right to stop any session at any time as a result of any refusal.
- RP tutoring reserve the right to cancel any contract at any time as a result of any refusal.

### **RP tutoring resources:**

- Resources created by RP tutoring are the property of RP tutoring.
- Resources sent to customers in any format are strictly for use of the respective student who receives tuition from RP tutoring.
- Permission for any other use of/for the resources must be requested in writing or by email to RP tutoring, with a reason for their use provided. RP tutoring reserve the right to refuse permission for use of their resources for any reason.
- Resources can be loaned, on request, by RP tutoring to customers.

- Resources must be returned to RP tutoring within 1 week of being loaned the resource.
- Resources must be returned in the same condition in which they were initially loaned out.
- Should any resource not be returned, be returned with missing pieces or be returned in a worse condition than when initially loaned out, the customer is required to replace the resource like for like, or provide RP tutoring with the equivalent cash value to replace the resource.

I \_\_\_\_\_ agree to the Terms and Conditions listed above from RP tutoring.

Sign:

Date:

**My contact details as of completion of the Terms and Conditions:**

Email address:

Contact number:

Emergency contact number:

Name of the emergency contact (relationship to the pupil is not necessary):