

Effective Date: 1st July 2024

Introduction and Rational:

The terms and conditions detailed in this document explain the contractual agreement between Ibberson Tutoring Solutions and yourself, the client. The aim of these terms and conditions is to avoid any miscommunication or misunderstanding at a later stage. Ibberson Tutoring Solutions reserves the right to update this policy at any time.

You automatically agree to fully accept these terms and conditions anytime you do any of the following:

- Purchase services or products from us
- Receive free services or products
- Become a member or subscriber to our website or social media pages

Your tuition sessions

The date and time of your child's sessions should remain the same each week; however, these can be changed upon request to your account manager. Additional hours or alternative times may be available during holiday periods providing a slot is available. If you are looking to increase the number of lessons with your designated tutor, please discuss this with your account manager.

Session lengths

We aim to be as flexible as possible. Therefore, we can offer your child with a range of lesson lengths to suit their needs. Each purchased hour equates to 1-hour of your designated tutor's time; this includes 50-minutes' of direct teaching time and 10-minutes' to allow the tutor to write detailed feedback for each lesson and plan for the next lesson.

Scheduling and Booking Lessons

Clients are responsible to check their scheduled classes. Ibberson Tutoring Solutions cannot be held responsible for incorrect bookings. Before lessons are confirmed, please double check the dates and times on our online platform and discuss any issues with your account manager.

Fees:

If you wish to leave Ibberson Tutoring Solutions, we require at least one month's notice prior to the termination of our services; a refund can be issued for any unused lessons after this notice period.

A refund can be given for any unused hours up to 30-days after the due date of your previous invoice. Please note, paid lessons must be completed within the invoice period – unless previously agreed with your account manager.

Our hourly rates are detailed on our website. However, hourly rates are subject to yearly increases.

All invoices must be settled in advance of your first lesson. Your account manager will email you in advance to discuss the following month's tutoring schedule for your child. Lessons can be reserved by the company prior to receiving full payment; these lessons are then confirmed when full payment has been received. If you are experiencing some financial difficulties, payment plans can be arranged via your account manager; these are subject to approval by our Finance and Senior Leadership Teams.

All invoices are due by 4pm UK time on the second or third Thursday of the month before.

In the event that your payment is late, reserved session will be released and may be offered to other clients. A late payment fee of 10% will initially be applied to your account. This percentage fee will be automatically added when your invoice is deemed late. Your invoice is then due by the following Monday. In the event that payment is still not received, increasing percentage fees are added to your account daily, starting at 5% and increasing to 25% throughout the week.

Ibberson Tutoring Solutions offers various ways for you to pay for your child's tutoring sessions. These are:

Payment Method	Currencies accepted	Fees
Cash	GBP/EUR	0%
Debit/Credit Card/AMEX	All	5%
PayPal	GBP/EUR/USD	7%
Bank transfer	GBP/EUR	0%

Technical difficulties

We understand that from time-to-time you may experience some technical difficulties, resulting in a late arrival to your lesson or missing the lesson entirely. In the event that the student does not attend the lesson, the full hourly fee is applied. If you are running late, please inform your account manager or your child's designated tutor immediately and agree a suitable time to start. If no message is received, tutors wait 5-minutes after the start of the lesson. After this time, the lesson is marked as cancelled and the full hourly fee is charged.

All online classes are conducted via Zoom. Zoom is an extremely reliable platform; we provide classes online throughout the year – experiencing almost no technical difficulties.

If you have any issues relating to your child's attendance to their tuition sessions, Ibberson Tutoring Solutions cannot be held responsible if they miss their session or are late.

Contactable Hours

Our offices are open Monday-Friday from 8am-8pm GMT. We aim to respond to all emails/messages within 24-hours. However, during peak times, this can take up to 48-hours.

Referrals

If you know someone who is looking for a tutor, please feel free to pass on our details along with your unique referral code (obtained from your account manager). If they purchase a minimum of 10 hours of lessons, we will gift you a 5% discount off your next invoice.

