

Online Maths Teaching — Tutoring Contract Agreement

This Tutoring Contract Agreement (“Agreement”) is made between **Online Maths Teaching** (“the Tutor”) and the Client (parent/guardian and/or student). By scheduling or attending tutoring sessions, the Client agrees to the terms and conditions outlined below.

1. Scope of Tutoring Services

1.1 The Tutor provides academic tutoring in **Mathematics**.

1.2 Tutoring is offered **both online and in person**, as mutually agreed.

1.3 Tutoring aims to support the student’s learning and confidence. The Tutor does not guarantee specific academic outcomes or grades.

2. Cancellations, Rescheduling & Attendance

2.1 Cancellations require a minimum of **24 hours’ notice**.

2.2 **Rescheduling** requests must be made **at least 6 hours in advance**.

2.3 A **reschedule** can be requested between 6 hours and 1 hour before the lesson start time and may be offered dependent on availability.

2.4 A reschedule **request made after the lesson time scheduled start** may be given if the tutor has space but will be chargeable at £1, plus the fraction of the lesson time passed (at normal rate). For example, a lesson rate of £60 per hour being requested to be scheduled 5 mins into the lesson will be charged £6 to reschedule. The time is for how long I am in the lesson, which includes responding to messages to discuss whether it is possible to attend. There is no guarantee a reschedule will be approved after the lesson start time, as this is dependent on availability.

2.5 **Late cancellations and no-shows are charged at the full session fee.**

2.6 Any applicable refunds will be processed **at the end of the month**. This is if sessions are not used and not being carried forwards to the next month.

2.7 In cases of repeated cancellations, **the Tutor may move the student’s slot time or terminate this Agreement.**

3. Payments and Fees

3.1 Clients are invoiced **monthly in advance** and must pay before the first lesson in the invoiced period.

3.2 Accepted payment methods:

- **Bank transfer** (preferred)
- **Online payment** (surcharge applies)

3.3 A **£5 late payment surcharge** applies to overdue invoices.

3.4 Sessions may be **paused** or **cancelled** if invoices are not paid before the first lesson in invoice period.

3.5 If an invoice is classed as refusal to pay, after lessons have been delivered compensation of £80 per invoice will be applied, and interest from the original due date will be applied at 30% per annum. This only covers **refusals** to pay. If requests for **extensions on deadlines** are made these generally accepted if reasonable.

4. Student Expectations

- 4.1 Students must arrive **prepared and ready to learn**, bringing relevant materials or homework.
- 4.2 The Tutor provides additional support **outside scheduled hours**, and such support is **guaranteed** as soon as the Tutor is available to respond.
- 4.3 All communication and behaviour must remain respectful.

5. Parent/Guardian Involvement

- 5.1 Parents/guardians are welcome to sit in on any session.
- 5.2 The Tutor may request a parent's presence for safety or behavioural reasons.

6. Communication

- 6.1 Parents may contact the Tutor **at any time**; response times depend on availability.

7. Academic Integrity

- 7.1 The Tutor assists with homework understanding and exam preparation.
- 7.2 The Tutor does **not** complete coursework, assignments, or exams for the student.
- 7.3 Academic honesty is always expected.

8. Technology Requirements (Online Sessions)

- 8.1 No strict technology requirements are mandated, though a stable internet connection is recommended.
- 8.2 If technical issues occur, the session may be rescheduled by agreement.
- 8.3 Ongoing technical difficulties may require the tutoring arrangement to be reviewed.

9. Holidays, Breaks & Special Terms

- 9.1 Holiday sessions are available by arrangement.
- 9.2 The Tutor may take holidays; notice will be provided in advance.
- 9.3 Refunds relating to cancelled or changed sessions are processed by the end of the month.
- 9.4 There is no guarantee a student's grade will improve with tutoring, and it will fully be dependant on how much work the student does between sessions to consolidate learning done in sessions.

10. Acceptance of Terms

By booking or attending tutoring sessions, the Client acknowledges they have read, understood, and agree to the terms of this Tutoring Contract Agreement. Continued participation in tutoring constitutes ongoing acceptance of all policies.

Parent Name Student Name

Signed (parent) Date

Tutoring starting from

