



Dear Parent,

Firstly, thank you for choosing us to teach and nurture your child. Tutoring isn't just about the curriculum, but about building skills, confidence, organisational tactics, and much more. I firmly believe all children have the ability to excel in academic subjects; we just have to find the right method of learning for them!

This document contains all the terms and conditions of weekly tutoring/teaching. Please ensure that you read everything carefully, and if you need further clarification don't hesitate to contact me.

### **General**

Tutees are expected to arrive on time whether in person, or online. In the event of lateness, the tutoring session will still end at the usual time, so as not to impact on the next tutee's lesson.

**If a child has not arrived within 15 mins** of the start time and there has been no communication by a parent, the lesson will be terminated. Missed lessons will not be rearranged.

Homework will be set as and when needed at the tutors' discretion.

Tutoring is not for the purpose of completing school-given homework. However, we are happy to assist if you wish to contact us with homework queries at least 24 hours prior to the lesson.

Your child's lesson is made up of an hours' online or face to face delivery, plus planning time outside of the lesson. It is not possible to provide large amounts of homework that requires marking and feedback within this cost. Tutors may naturally give homework for some subjects, particularly close to GCSE exams, but this cannot be an expectation.

### **\*ABSENCES\***

Tutoring is a weekly, term-time commitment, and places abandoned at short notice cannot be easily filled. Therefore, all the weekly sessions you agree to must be paid for, regardless of whether or not they were/will be attended.

If your child is ill or otherwise unable to attend, monies will not be refunded for missed sessions.

Unfortunately, we are not able to reschedule any lessons regardless of the circumstances. If a tutor cancels a lesson, the cost will be refunded to you within in a minimum of 5 working days.

We will not roll the funds over to your next pay date.

## **COVID-19**

If your child has symptoms of the virus, or a heavy cold, please **DO NOT** send your child for a session. If your child has been off school, please do not send them for their session. Instead, contact me and we will complete the session online.

If your session is online and your child is very ill, whilst we understand that sessions missed are an expense, very unwell children do not learn and it makes for a very difficult lesson for all involved.

If your child is self-isolating, it **may** be possible to move their evening slot to the daytime; however, this is at our discretion and cannot be guaranteed. Typically, the session will need to take place at their usual time. **In the event of a local or national lockdown, all sessions will be held online under the same terms and conditions.**

## **Payment**

Payment remains as per your initial terms and conditions. Should a fee rise occur we will give a minimum notice period of one full term.

**Sessions must be paid for in blocks of four weeks minimum, or half-termly.**

Session blocks must be paid for at least seven days in advance of lessons. Please do not send your child to a session that has not been paid for, as it will not go ahead and you will be charged accordingly.

**As of September 2022 all late payments will incur a charge of £10 per 24 hours.**

Payment should be made to the following account:

Ms. C Saccoh  
Sort code: 04-00-04  
Account No. 99788787

This is a business bank account.

Please ensure you use your child's name as a reference.

## **Cancellation**

In order to terminate the tutoring relationship, **a minimum notice period of one academic term** must be given on either side. In the case of unacceptable or unsafe behaviour from the student or parents, I reserve the right to terminate the tutoring relationship immediately.

For year exam year students notice does not need to be given, as the last lesson prior to their final exam paper will be the end date.

## **Feedback**

Please feel free to contact us for feedback on your child's progress. If your child is homeschooled full-time, they will receive a termly written report.

## **GDPR Statement**

Your personal data will be held in a password-encrypted file stored on a password-protected account. Personal data includes:

- Names of student and parent/guardian if applicable
- Age or school year group of student
- Address(es), phone numbers and email address(es) of parent/guardian
- Anything else mutually considered relevant to private tuition.

Email addresses and phone numbers are also stored in email and phone contacts. If a student aged under 18 is emailed or messaged, this will only be done with the explicit consent of the parent. Interaction with clients on social media is only undertaken via business channels for The Tutor Boss. You may occasionally receive an email, text message or WhatsApp with information about additional sessions/services which may be of interest to you.

Your personal information will not be passed to any third parties without your explicit consent unless there is a legal requirement for it to be disclosed.

You have the right to ask for all information held relating to you to be deleted. Please note however, that tuition cannot continue after information is deleted, and that terms and conditions regarding cancellation remain the same. Unless a client has specifically asked for information to be destroyed, client details will be held on file until the end of the following academic year, after a student has finished tuition.

Financial data will be retained for 7 years for tax purposes. When the information is destroyed, all papers will be shredded, to protect the client's identity. Any data held within computer files will either be anonymized or permanently deleted.

### **Limitation of Liability**

Whilst the Tutor will endeavor to ensure that the student makes satisfactory progress, this cannot be guaranteed, and the Tutor cannot be held accountable for the academic success or otherwise of the student. To the maximum extent permitted by law, the Tutor accepts no liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special or exemplary damages arising from the use of the Tutors' services or any errors or omissions in the contents of the Tutor's learning materials.

### **THE TUTOR BOSS**