

Terms and Conditions

Do I need to book or confirm a regular lesson every week?

- 1) Lessons for individual tuition are booked during UK term-time on the agreed day(s), at the agreed time(s), for the agreed fee until further notice. This does not include UK (English) bank holidays that fall within term-time.
- 2) Bookings for group classes are secured once payment has been received and a confirmation email will be sent detailing where to find the dates and times of all lessons. For subsequent terms, if payment is not received by a stated date, the space on the course will be released to students on the waiting list.
- 3) All lesson times are given in local UK time. International students should note the UK switch to daylight saving time between October and March as this may result in a change of lesson time locally.

What if I need to cancel a lesson?

- 4) For individual tuition, each student is permitted one term-time lesson cancellation per half term, with more than 48 hours' notice. Any subsequent cancellations will be charged, regardless of notice given. This is out of respect to those on my waiting list.
- 5) If a lesson, or part of a lesson, is cancelled or rescheduled in writing (i.e. text or email), no further action will be taken. If a lesson, or part of a lesson, is cancelled or rescheduled verbally, a written confirmation (text or email) may be sent. A response to this confirmation will only be required if the details are incorrect.
- 6) If a lesson, or part of a lesson, is cancelled with less than 48 hours' notice, the agreed lesson fee will be charged.
- 7) If a lesson is rescheduled to an alternative, mutually convenient time or day, at less than 48 hours' notice, no extra charge will be made. Please note, availability of an alternative time cannot be guaranteed.
- 8) Group lessons are paid in advance and no refunds will be given for missed lessons, or part of lessons, regardless of any notice given. If possible, a recording may be made available.
- 9) Absences from group lessons or missed assignment deadlines will **not** be reported to parents automatically. It is the responsibility of the parent or guardian to ensure attendance and monitor the submission of homework.

What if I am late?

- 10) If a student is late, the lesson will still finish at the previously agreed time, without refund. Generally, students booked for individual tuition will receive 5 minutes grace before attempts will be made to contact them on all the methods available. Unfortunately, this is not possible for group lessons as it would be disruptive to the other students in attendance.

How and when do I pay?

- 11) All individual lessons will be invoiced in arrears at the beginning of each calendar month. Payment must be made within 14 days. Payments will be noted on the following month's invoice although a receipt can be provided if requested. Lessons via an agency may have different billing arrangements.
- 12) Group lessons must be paid in advance to secure the booking. If payment is not received by a stated date, the space on the course will be released to students on the waiting list.
- 13) Payment can be made via bank transfer or Wise. All fees relating to the transaction must be covered by the sender.

What equipment do I need to have ready?

- 14) Students are expected to provide and have ready all the necessary materials at the beginning of each lesson. This would normally include paper, a pen, and a calculator in addition to a computer with a stable internet connection for online students. Students are not required to provide any type of textbook, but if you would like to purchase one, I am happy to provide advice.
- 15) Students attending online lessons may wish to have a graphics tablet available for use during the lesson. These are widely available for £40-£60.
- 16) Online lessons will take place via video calling software (such as zoom). It is your responsibility to check that equipment is working appropriately and that you have a sufficiently stable internet connection. Please note that a phone or tablet is not sufficient for regular lessons as often two programs will need to be open at once (e.g. zoom and classkick) and so a laptop or computer is more suitable.

What is your policy on photographs and recordings?

- 17) Students are strongly encouraged to have their cameras on for online lessons, although this is not a requirement. Students are expected to dress and behave appropriately for both in-person and online lessons.
- 18) Students do not have permission to record lessons. For group classes, the tutor may choose to record lessons (e.g. for revision or for the benefit of any absent students). Any video from individual students will be removed before distribution.
- 19) For in-person lessons, the tutor may choose to take photographs (for example, to show the results of an experiment). The images will be used in accordance with the privacy statement and the permissions given on the student details form.
- 20) Students or their parents / guardians do not have permission to distribute lesson materials without express prior permission from the tutor.

Attendance of any future lessons will be recognised as full acceptance of these terms.