



Total Tutoring

Quality tuition from professional teachers

Terms and Conditions

Proceeding with tuition implies acceptance of the terms of this agreement.

Fees and Payment

1. Fees for hourly tuition are £30 per hour for groups and £47.50 per hour for individual tuition for academic year 2020/21. This is payable half-termly on the before the start of each the half term to Total Tutoring Ltd. Fees will be reviewed termly and we will give our customers a half-term of notice when we revise our fees.
2. Our preferred method of payment is via bank transfer. Our bank details are:
 - i. **Total Tutoring Ltd., Sort code: 20-02-06, Account number 63451593**
 - ii. **Reference: course code followed by your child's name e.g. 11SS A.Brown**
3. Customers who wish to join our waiting list or book our courses starting later in the year or next academic year, will pay a non-refundable deposit of £100 unless otherwise stated. This will be used towards your first payment of fees. In the event of Total Tutoring being unable to provide the future service the deposit will be returned within 30 days of our notification and upon receipt of payment details from the customer.

Timing, cancellations and illness

4. Please note that the student is booked in for a particular time slot; the tutor undertakes to always be available for the duration of the agreed slot, but if the student arrives late then the time will not be made up afterwards. The pupil must be collected on time at the end of the lesson. For repeat occasions the tutor reserves the right to charge (at the rate of £2 per minute) for late pick-ups, or to terminate tuition.
 - a. In the event of a tutor being obliged to cancel, whenever possible, the class will be rearranged at a mutually convenient time and date for both tutor and pupil(s), when not possible this will either be covered by another tutor or a refund / credit issued.
 - b. We reserve the right to move the tuition to an online platform for the safety and welfare of staff should the need arise.
 - c. We ask that any pupil with an infectious disease does not attend tuition, if they are not suitable for school then they are not suitable for tuition so please do not come.
 - d. If your household or child has been asked to isolate, sent home due to their school bubble having a potential infection or you have members of the household isolating then do not attend tuition until you are confirmed safe to do so by a health official. Pupils who attend 1 to 1 sessions can request an online lesson in their original lesson slot.
 - e. Subsequent lessons will continue at the original time and dates, until a mutually agreed termination date or the end of the course whichever is the sooner.
5. In the event of you wishing to give notice, the notice period is a minimum of half a term; notice should be given in writing to Total Tutoring Ltd.
6. We reserve the right to withdraw our tutoring services with immediate effect if our staff feel unsafe, for any reason. If this is as a result of parent, carer or pupil's actions then you will be responsible for the rest of the half-term's fees or the balance of the course.
7. Additional tuition outside of term time is occasionally requested e.g. top-up across holiday. In this event, the tuition session (time & date) must be agreed in advance of the holiday period in question with the



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Total Tutoring tutors and customer. Holiday periods are also when our Tutors take holiday and we wish to limit uncertainty and late adjustments. Agreed session plans outside of term-time will be subject to all of these terms and conditions.

Behaviour during lessons

8. Our tutors are all experienced in behaviour management; we treat children with respect and kindness. Children are expected to behave in a suitable manner, conducive to learning during lessons and courses. In the unlikely event that the tutor believes your child's behaviour is detrimental to their learning or the learning of others we reserve the right to ask your child to leave with immediate effect. You will be responsible for the rest of the half-term's fees or the balance of the course. Total Tutoring reserves the right to charge for wilful damage to property.
9. Online tuition should take place in a quiet family area, examples are kitchens, dining rooms, lounges and playrooms. Unsuitable environments are private areas such as bedrooms and bathrooms. Doors to the tuition area should be left open and children should not be left alone in the house when they are being tutored online. Children are asked to be appropriately dressed for tuition. If our tutors feel uncomfortable with the situation they will leave the online tuition and the session will be forfeited. You will be contacted to rectify the situation before the next session.

Limitation of Liability

10. While the tutor will endeavour to ensure that the pupil makes satisfactory progress, this cannot be guaranteed, and Total Tutoring cannot be held accountable for the academic success or otherwise of the pupil. To the maximum extent permitted by law, Total Tutoring 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 Tutor's services or any errors or omissions in the contents of the Tutor's learning materials. You the client specifically waive any and all claims arising out of the use of this tutoring service.

Intellectual Property

11. All materials and communications we create in-house are subject to intellectual property rights and copyright; they may only be used for the pupil being tutored. You agree that you will not publish or distribute any portion of any materials without prior written permission from us. This includes but is not limited to worksheets, schemes of work, exam papers and planning documents.

I can confirm that I have read and accept Total Tutoring Ltd's Terms and Conditions and agree to abide by them.

Customer name _____ Name of tutored child _____

Signed customer _____

Date _____