



Terms and Conditions for Private Tuition

1. Unless agreed otherwise, lesson fees are as follows:

Initial Consultation	One off or pay as you go lesson	Prebooked block of 5 lessons	Prebooked block of 10 lessons
Free	£30 - GCSE	£27.50 per hour - GCSE	£25 per hour - GCSE
Free	£35 - A Level	£32.50 per hour - A Level	£30 per hour - A Level

2. Payment Information:

All invoices should be settled at least 24 hours prior to the first session for which invoicing applies. Payment should preferably be made directly by BACS. Please note that a travel charge may be applied to the above fees for all sessions where tutor travel is involved.

3. Lesson Cancellation

To cancel a scheduled lesson, please give notice at least 24 hours in advance. I reserve the right to charge for lessons cancelled at short notice although I understand that very occasionally there may be extenuating circumstances. If a cancellation is made with more than 24 hours' notice, an

alternative tuition time will be offered, though the client must accept that it may not always be possible to accommodate rescheduling of lessons, in which case the lesson will be cancelled, and no refund will be given in respect to the session if it is part of a block.

If the tutor needs to cancel, the opportunity for a session at a mutually convenient alternative time will be arranged as soon as possible. Cancellation with more than 24 hours' notice on either side will not be invoiced.

4. Make-up Lessons

If the tutor is unable to give a scheduled lesson, an alternative time will be offered where possible. If the student is unable to attend a scheduled lesson, every effort will be made to provide a make-up lesson if proper notice is given.

5. Lateness

Lessons will start at their scheduled time. If a student is late, the time will not be made up.

Student lateness in excess of 15 minutes will result in a cancelled lesson. The lesson fees and travel charges (if applicable) will not be refunded, and there will be no make-up lesson scheduled.

Where the tutor is travelling to students, students should be ready to start their lesson at the allocated time. However, it should be appreciated that where tutors are travelling to students there may, on occasion be unavoidable delays due to traffic, extended communication with parents etc. Where lessons start after their scheduled time due to tutor lateness, the time will be made up. Tutor lateness in excess of 15 minutes will be communicated by text message as soon as is reasonably practicable.

6. Connectivity problems

If there are problems with internet connections or computer malfunctions at the student's end and time is lost, the tutor will make up the time at the end of the current lesson or in the next scheduled lesson.

A zoom link for the session will be emailed to the student or parent before the session is due to start. It is the student's responsibility to make sure they have the correct software installed and have familiarised themselves with it before the session begins. The student will need to click on the link to connect to the session. Any problems with the software should be resolved during the introductory online meeting.

7. Lesson Requirements

Students should bring the following items to every lesson: books they are currently working out of, notebooks/paper, calculator and appropriate stationery.

8. Dissatisfaction

Parents and students will both be invited to a complimentary online introductory session where the tutor will introduce herself and set learning goals with the student. The tutor will also use the informal session as a 'taster' for what she can provide in terms of online tutoring. If after this introduction you would like to progress with the instruction you can choose a one-off session or a block at a reduced price (see above). If you choose to pay for a block of lessons, there is a no-quibble money back guarantee if you are dissatisfied with the standard or style of tutoring. Equally if the student does not 'gel' with the tutor you have the option to change the block to a one-off lesson and have the outstanding money refunded.

It is suggested that the parent attends the first session so that they can determine straight away if they are dissatisfied with any part of it. I will do my best to address any problems there and then but there is not a money back guarantee for a one-off lesson.

9. Code of Conduct: - (please see acceptable internet policy regarding online lessons)

When tuition takes place in the client's home, students, parents, and other residents are requested to refrain from smoking inside the house for the duration of the lesson. Where students are under 18, tuition will only take place where a responsible adult is in the house. If a responsible adult is not home for the full duration of the lesson, the lesson will be terminated or will not start, but the full lesson fee will be payable. Where tutors are travelling to students, students and adult members of the household should be fully dressed in daytime clothes on arrival (not pyjamas). It is appreciated that this may not be appropriate or feasible for younger members of the household. Where tuition will take place at the clients' home, space should be provided for tuition where the responsible adult can always be accessible. Under no circumstances will tuition take place in a bedroom. Students and their parents are to refrain from using inappropriate, disrespectful, or aggressive language and/or behaviour during, before or after lessons. Aggressive or threatening behaviour will result in immediate termination of the tuition agreement. Any fees paid for future lessons will be forfeited.

10. Plagiarism

In accordance with the Tutor's Association Code of Ethics, the client acknowledges that the tutor will not complete assignments or homework on their behalf to pass off as their own. Where assistance is provided for e.g., dissertations, theses, and assignments, this must be appropriately acknowledged and referenced within the work. The client acknowledges that plagiarism is a serious academic offence which can result in qualifications being withdrawn.

11. Limitation of Liability

While the Tutor will endeavour to ensure 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, neither the Tutor, nor Ed Williams STEM Tutors accept 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 or Ed Williams STEM Tutors services or any errors or omissions in the content of the Tutor's learning materials.

Contact Information:

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Contract Agreement:

I, _____ have read and understand these terms and conditions and agree to abide by them.

_____ (signature) _____ (name and date)