



Terms & Conditions

Disclaimer: In the provision of tutoring services, every effort has been made to provide a professional and high quality service. I take no personal responsibility for individual exam results, but will endeavour to offer my professional advice and opinion regarding likely outcomes.

These terms and conditions are valid for all tuition from September 2022. I reserve the right to make changes to these terms and conditions from time to time, however parents will be notified beforehand.

Registration

- Clients are required to provide adequate contact details. These will allow for effective communication in case of an emergency. This will also help in case there are any issues logging on for our lesson.

Booking and Payment

- Sessions are charged as per the rates discussed at the time of booking. Payment for regular weekly tuition is paid on the day of the lesson or at the end of the session by bank transfer. If you find it easier, you are more than welcome to pay for sessions in bulk.
- If I have to keep chasing payments, I reserve the right to cancel our forthcoming lessons and the tuition slot will be lost.
- If your lesson lands on a Bank Holiday or a school inset day, I will try my best to arrange another day and time within the 7 days.
- I will be working throughout the school holidays. The day and lesson times may change ad hoc as I will be running group sessions, but I will try to fit around you.
- If you do not want a lesson during half term or school holidays (Christmas, Easter and Summer), please give two weeks' notice so I can arrange my timetable accordingly.
- All sessions are 1 hour long (unless otherwise arranged). I will provide verbal feedback for 5 minutes after our session.
- Sessions may not be recorded (audio or video) without written prior consent from myself.



Cancellations

- Cancelled/ missed sessions are non-refundable, as these sessions require a level of commitment. If you agree to a weekly lesson, then you commit to logging on. If sufficient notice has been given of an absence or there is a medical emergency, I will attempt to offer an alternative session if it is possible within 7 days.
- I have a 24 hour cancellation policy, which is clearly stated on my website. If a lesson is cancelled on the day of tutoring, the full lesson fee will be charged.
- In the rare occurrence that a lesson is cancelled by me, I will give you as much notice as possible and will try my best to give a rescheduled time and day within 7 days. I try wherever possible, not to cancel a lesson, but if I need to, you will of course not be charged for the cancelled lesson.
- Cancellation of the tuition contract is to be made in writing/email, however there needs to be a two week notice period. If you cancel before the end of a block of lessons, you will not be refunded the remaining weeks left.

Homework

- In order for the student to progress, it is necessary that a short amount of homework or extra work is set. This is usually a small quantity of work and will always follow our learning objectives from the lesson. If the parent/ carer does not wish the student to have anything extra, they need to communicate this to the tutor (Ria Berry).
- It is important that the student completes the work in readiness for the next lesson. All homework/extra work is marked and feedback is given at the start of our lesson.
- Parents/ carers should encourage the student to do the homework set, as it is likely to result in a more rapid progress in the student's learning.



Timekeeping and Parental Involvement

- If you wish to contact me, I am always available for questions between sessions via phone, WhatsApp message and email. Please remember that I might be tutoring in the day and sometimes late into the evening, which means I will not be able to answer your call/ message immediately. Please leave a voice or WhatsApp message and I will endeavour to reply to all messages within 24 hours.
- Please ensure that you are on time for your lesson as I have a tight schedule. In the rare occurrence that I am late starting a lesson, I will ensure that I make up the time and complete a full hour.
- For younger children in particular, parents may wish to sit in on our lessons. This is perfectly fine, however in my experience, children often perform better when their parents are not sitting right next to them as they tend to seek reassurance from them rather than try to answer questions themselves.

GDPR – Privacy Policy

The personal data I collect will only be used for:

- Ensuring that my tutoring sessions are conducted in a safe environment and that the child's needs are met.
- Providing you with feedback relating to your child's tutoring sessions.
- Contacting you with information relevant to our tutoring agreement.
- Contacting you in the event of an emergency.

Legal Bases / Contractual fulfilment:

- The information I request is necessary to ensure I can provide the agreed services.

Legitimate Interest:

- The information I request will be processed and used reasonably to inform the services I provide.



Safeguarding Compliance:

- In case of safeguarding, procedures need to be followed and to ensure that all my tutees are safeguarded accordingly, data may be confidentially shared with appropriate authorities when needed.
- The categories of data which may be collected and stored for each tutee are personal identifiers eg: name, address, phone number, email, date of birth, school and year group of your child, any medical illnesses or allergies I need to be aware of and any special educational needs.

Consent:

- Your data will be stored securely on my computer, which is password protected.
- When providing the information, you are also agreeing that I can use the data to ensure that the services provided meet the tutee's needs and that I can communicate with you to that effect. Your data is deleted when our tutoring agreement ends. I will not share or discuss your data or details of our tutoring agreement with anyone else.

Your data protection rights:

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing – You have the right to ask to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation or to you, in certain circumstances.



Name:

Signature: