

Tutoring London Terms and Conditions

This statement lists the specific terms and conditions of our services. By purchasing any of our tutoring services, we consider that you agree with the terms set out below.

Summaries

<u>Nature of service</u>	1
<u>Terms and Conditions</u>	2
<u>Students and teachers</u>	2
<u>Payments</u>	3
<u>Our fees</u>	3
<u>Our rates</u>	4

Nature of services

We offer 4 different levels of services at home and online: these categories depend on the teacher's seniority.

- A. Junior tutoring
- B. Premium tutoring
- C. Excellence tutoring
- D. Elite (mentoring)

For all services listed above:

- All personal data pertaining to students and/or your private life will remain confidential and will never be shared with third parties.
- For home lessons, the teacher will travel to your home, your office or any other location previously agreed on for each lesson.
- We are committed to:
 - Where possible, finding a teacher as per your requested criteria.
 - Advise you in terms of Education, both French and British curricula.
 - Changing your teacher at any time, should you request it.
 - Ensuring good communication between you and the teacher.
 - Managing your schedule changes and those of the teacher in case of cancellations, in accordance with the conditions set out below.
 - Make sure your completely satisfied all year long by regular feedbacks.

You can start, stop, and restart classes whenever you choose (cancellation policy applies). Although we use school curricula as a framework, our teachers do not perform homework or tasks that are part of the student's personal schoolwork.

We strive to provide the best possible service. However, we will not be held responsible for the student's academic success or lack thereof. Although we do everything in our power to improve the students' grades and skill sets, we cannot offer any guarantees in this regard.

You might contact us to let us know if there is no improvement in grades, so we can act accordingly.

Terms and Conditions for online and face to face lessons:

1. Students and teachers

- Should a student be late for a lesson, the teacher will only teach until the end of the scheduled class.
- **Should you need to cancel a lesson, a 3 working days' notice period (before the start of said lesson) will be required.** This will allow us to notify the teacher whose timetable is heavily dependent on the scheduled lessons. Teachers must be compensated for their trip and may have lost alternative income in scheduling this appointment. In the absence of such notice, the course will be billed entirely to you, without the possibility of a refund. For online lesson, this compensation will be reduced to 50% of the total amount of the lesson.
- Should a student's delay exceed 20 minutes for a lesson, this lesson will be considered cancelled, and the teacher will be entitled to take his/her leave. This course will be charged at 100% rate, without the possibility of a refund.
- Should a teacher be late for a pre-scheduled lesson, the class will be extended accordingly to make up for the late start. If the student's schedule prevents such an extension on the same day, the lost time can then be added to the following class.
- Should a student wish to receive additional lessons, these must be purchased from Tutoring London. Teachers are not allowed to accept money from you or the student, nor are they allowed to negotiate fees: this agreement prevent the tutor and yourself to work together directly.
- If you wish to recommend any of our tutor to a new family, please contact us and we will be pleased to offer you a free lesson in your package (as soon as the new family starts working with us).
- Tutoring London cannot commit to having the same teacher provide all the lessons purchased: lessons are purchased for a subject and not for a specific tutor.
- Should a teacher quit, we aim to replace him/her as soon as possible. We guarantee a minimal disruption for the student.
- Tutoring London and the teachers cannot guarantee that a student will pass an exam or obtain the desired degree, qualification, or grade.
- At the end of each at home lesson, teachers must fill out an attendance sheet that must be signed by you or the student. In this instance, the student's signature is as valid as your own. The screenshots of beginning and end of the lesson will be used as attendance sheet for online lessons.

2. Payments

- The minimum time requirement per face to face lessons is 1h30, in case of exceeding, please note that your invoice will be round up to the next quarter of an hour.
- Payment for courses can either be made in advance, if you buy a package, or at the end of each month (hourly rate) upon receipt of your invoice: Packages are only available as an advance payment for lessons.
- We may charge an additional 3% fee if a card payment is not made using a Visa debit card.
- We do not offer refunds for the remaining hours on packages, should you decide to end your lessons before using up your entire package, except an agreed written agreement from Tutoring London.
- If you have purchased a package, you will receive a monthly statement email that will display the number of hours you have used and the number of hours left on your package: you have then 40 days to challenge it should you feel we have made a mistake in the number of lessons we are charging you for.
- Once you have used up your package, you must contact us, either to end the course or to purchase another package. If we do not hear from you, lessons will continue at the standard hourly rate and you will receive your bill at the end of the following month.

3. Our fees

- A £40 enrolment fee will be requested upon receipt of your enrolment form
- You can opt for either:
 - Pay as you go, at your own pace at the standard hourly rate (you will receive an invoice at the end of each month via email)
 - Pre-paid packages: our packages are not transferable, but should you wish to do so, you can share this package within your family (same name, same address)

4. Our Rates

A- Junior lessons

	Face to face		Online	
	Hourly Rate	Package	Hourly Rate	Package
Junior				
30h pack	£53	£1,590	£38	£1,140
20h pack	£55	£1,100	£40	£800
10h pack	£57	£570	£42	£420
hourly	£67		£52	

B- Premium lessons

	Face to face		Online	
	Hourly Rate	Package	Hourly Rate	Package
Premium				
50h CNED pack only	£57	£2,850	£42	£2,100
30h pack	£63	£1,890	£48	£1,440
20h pack	£67	£1,340	£52	£1,040
10h pack	£72	£720	£57	£570
hourly	£82		£67	

C- Excellence lessons

Hourly Rate	Face to face		Online	
	Hourly Rate	Package	Hourly Rate	Package
Excellence				
30h	£77	£2,310	£62	£1,860
20h	£82	£1,640	£67	£1,340
10h	£86	£860	£71	£710
hourly	£96		£81	

D- Elite lessons

	Face to face		Online	
			Hourly Rate	Package
Uni				
20h			£79	£1,580
10h			£89	£890
hourly			£99	

PS: Group lessons: several students per tutor

An increase of 30% will be applied to the package cost per additional student.
For more than 2 students, please contact us to have a personal quotation.