

Tuition Agreement for Group Lessons

General Agreement

- All lessons take place online using the platform - “Zoom .”
- Parents will receive a recurring lesson link before the first lesson that will be used to access each lesson.
- Any problems that may occur during a lesson (e.g., pupil understanding or achievement) must be fed back to Prestige Tuition immediately.
- If tutors experience any behavioural problems during a lesson, this will be reported to Prestige Tuition. Tutors have the right to refuse to teach students with unacceptable behaviour.
- Students must be fully dressed during all lessons.
- Some group lessons may be recorded and shared with those who could not attend the live lesson or those who want to catch up in their own time.
- The Student agrees to complete any homework or classwork assignments set by the Tutor in a timely manner as agreed prior to the task being set.
- The Student understands that it is not within the Tutor’s remit to complete homework or classroom exercises on behalf of the student and that the Tutor’s role is one of support
- Tutors will report any concerns about a student’s wellbeing or safety to Prestige Tuition immediately. All tutors are expected to be familiar with the latest ‘Keeping Children Safe in Education’ guidelines from DfE - https://assets.publishing.service.gov.uk/media/6650a1967b792fff71a83e8/Keeping_children_safe_in_education_2024.pdf

Timings, cancellations, and illness

- Payments are processed in monthly blocks (non pro rata) and this applies to any terminations mid cycle where the full next months payment will be processed as the last payment.
- Students will be allocated a tutor and weekly time slot when the first booking is made.
- Students will always be booked in for a particular time slot - this will be detailed in the invoice. The tutor undertakes to always be available for the full duration of the agreed slot. If the student arrives late, then the time will not be made up afterwards.
- It will not be possible to send a reminder message to students who have not turned up to group sessions as the tutor will be teaching the other members of the group.
- Tutors agree to keep the Zoom meeting open for the first 10 minutes of the missed lesson. Students will not be allowed to join after this period as it will disrupt the learning of others.
- For group lessons, cancellations are not permitted. If the student cannot attend a group lesson, lesson materials can be requested and completed in their own time. Any cancellation will not be refunded.
- Prestige Tuition reserves the right to give away the slot where there are repeated late cancellations or no-shows.

- If a tutor is obliged to cancel a group lesson, the parent will receive a full refund for that session.

Contacting the Students' Tutor

- Parents will be able to contact the tutor over email – admin@prestige-tuition.co.uk or by Whatsapp on 07852507480. This will be a place for the tutor to also provide feedback and answer questions and queries that the parent may have.

Payments

- All sales are final at time of purchase. No refunds are given.
- The starting date of the course is given in the Welcome email and cannot be changed without prior agreement by the tutor. Any missed lessons cannot be refunded.
- Lesson payments will take place on Stripe via a monthly recurring automatic payment.
- Some months have four weeks in them and some months have five weeks in them. However the monthly payment will remain the same, which will be for four lessons of the month. *For example if the agreed rate is £30 per lesson, you will be charged £120 per month regardless of whether there are 4 or 5 lessons in that month.*
- To adjust for this there will be four non-teaching weeks throughout the academic year, which you will be notified of in advance. Students will however still have access to the student portal and other resources as normal to ensure their learning remains continuous.
- Students will not be allowed access into their live lessons or lesson materials unless payment is made.

Pausing and Terminating Lessons

Please note that pausing the lessons is very different from terminating the lessons. Pausing lessons means that the lessons will be restarted on an agreed date. Terminating the lessons means that the lessons will not restart.

Holidays and Pausing Lessons

- Lessons will continue throughout the whole year including the holidays e.g. Christmas, Easter and Summer break. This includes bank holidays. If you do miss any lessons then they will be recorded and the lesson replay will be available to watch.
- Any homework during the holidays can be given an extension on the deadline so that students can complete it.
- Please have a look at the “Term dates” in the “Onboarding” module.
- Attendance during term time is compulsory but during the holidays is recommended.
- If you wish to pause payments, due to holidays etc, four weeks notice is needed, in writing, prior to the start date of your next billing cycle.
- If you intend to pause lessons, the restart date will need to be given prior to pausing. If you cannot give a restart date then this will be treated as a termination.
- If you decide to pause lessons and then decide to terminate the lessons altogether, you need to provide 28-days notice of termination (see below). If you decide to do this you must notify the tutor immediately in writing. You are expected to attend

lessons from the previously agreed restart date for the final 28 days. If this is not followed the early cancellation fee of £160 will need to be paid.

Termination of Lessons

- Payment for lessons is taken in blocks. If you decide to terminate tuition midway through a block, refunds cannot be given for remaining lessons booked and paid for.
- If you need to terminate lessons, 28 days notice is required, in writing. This means your next full monthly payment will still be taken after notice is given — we don't offer part-month refunds (non pro rata). E.g. If your payments start on 14th July and you give notice on 28th July, the 14th August payment will still be processed, and lessons will continue until your notice period ends.
- If you wish to terminate before the 28-day period there will be a one off admin fee of £160.

Limitation of Liability

- While the tutor will endeavour to ensure that 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, the tutor 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.

GDPR Statement

- Your personal data will be held in on a password-protected account:
 - Names of student and parent/guardian if applicable
 - Age or school year group of the student
 - Address, phone numbers and email addresses of parent/guardian
 - Anything else mutually considered relevant to private tuition.
 - Email addresses and phone numbers are also stored in email and phone contacts.
- Interaction with tutors on social media is only undertaken via the Prestige Tuition Facebook page. Phone numbers will only ever be used for matters directly relevant to tuition. You may occasionally receive an email, text message or WhatsApp with information about additional sessions/services which may be of interest to you or your acquaintances, but this will not be a frequent occurrence.
- Your personal information will not be passed to any third parties without your explicit consent unless there is a legal requirement for it to be disclosed.

- You have the right to ask for all information held relating to you to be deleted. Please note, however, that tuition cannot continue after information is deleted and that terms and conditions regarding cancellation remain the same.
- Unless the parent has specifically asked for information to be destroyed, student details will be held on file until the end of the following academic year after a student has finished tuition. Financial data will be retained for seven years for tax reasons. When the information is destroyed, all papers will be shredded to protect the client's identity and any data held in computer files will be either anonymised or permanently deleted.