

Maths Matters Tuition Terms and Conditions

1. Lesson Fees

The first 30 minute Zoom meeting is free. All lessons are conducted online via Zoom. The price for online groups is £20 per hour per student for KS2 and £30 per 90 minutes per student for KS4. One to One online tuition is £50 per hour.

2. Payment Information

a) Reserving a Space for Online Group Lessons

A **non-refundable** payment equivalent to 1 lesson (£20 for KS2 and £30 for KS3 and KS4) is required to reserve a space for any online group lesson. This will then be deducted from the cost of the first lesson. If the tutee wishes to not continue with the lessons, after the first lesson, then no further payment is required. If the tutee wishes to continue, then payment for the remainder of the month will need to be made **prior to 48 hours of the next lesson**.

b) Payment for Online Group Lessons

Payment for online group lessons is required monthly by the **1st of each month** (or for the remainder of the month if the tutee is starting midway through). Emails will be sent out to tutees 1 week prior to the end of the month with a **payment link** and an attached invoice. Tutees risk losing their place if payment has not been received by the **1st of each month**. Tutees **will not** be able to enter their tutoring lesson until the full invoice has been paid, including any missed lessons.

c) Payment for One to One Lessons.

Payments for One to One lessons are made on an individual basis and are required when booking the next lesson. The option to pay monthly is available under the same conditions as part b).

3. Term Dates

I run group tuition sessions during term-time only. Please see the list of term dates that I follow on the website (www.mathsmatters.org). All sessions still run on Bank holidays, unless they fall within these listed school holiday dates. Thus, even if you cannot make your allocated slot due to other commitments/your child has different holiday dates to mine, I will still require payment in order to keep your child's place.

4. Termination of tuition

This Agreement may be ended by mutual consent at any time (I would appreciate 2 weeks notice as a courtesy) and tutees are under no obligation to continue tuition beyond the current month. If a tutee wishes to terminate the agreement part way through a month, then any fees paid will be

forfeited. One to One tuition may be ended at any time and tutees are under no obligation to continue beyond the current lesson. If a tutee is paying for One to One tuition monthly, and wishes to terminate the agreement part way through a month, then any fees paid will be forfeited.

5. Lesson Cancellation

If I have to cancel for any reason I will try to offer an alternative or I will refund the cost of that lessons. If a tutee is unable to attend their lesson for any reason, then the cost of that lesson will **not** be refunded.

6. Lateness

Lessons will start at their scheduled time. If a student is late, the time will not be made up. If I am running late then I will communicate this by text message as soon as is reasonably practicable. The missed time will be added to the end of the lesson.

7. Lesson Requirements

a) Equipment

Students should bring the following items to every lesson: any worksheets printed that were emailed by me prior to the start of the lesson notebooks/paper, calculator and appropriate stationary. Students should come to each lesson with any homework set, completed and be ready to discuss what they are working on.

b) Homework

Students are required to complete and hand in homework at least 48 hours prior to the lesson to allow for marking. Any homework received after this time may not be marked and no feedback given.

8. Code of Conduct

Under no circumstances should tutees join lessons from their bedroom. Tutees and their parents are to refrain from using inappropriate, disrespectful or aggressive language and/or behaviour during, before or after lessons. Aggressive, threatening or inappropriate behaviour will result in immediate termination of the tuition agreement. Any fees paid for future lessons will be forfeited. Tutees should be fully dressed in daytime clothes (not pyjamas).

The tutee agrees to assist in identifying problem areas in which the tutee needs specific tutoring. Agrees to fully participate in sessions, to the best of their ability. Including the use of a microphone and a webcam (unless otherwise agreed).

9. Limitation of Liability

While I will endeavour to ensure the tutee makes progress, this cannot be guaranteed, and I **cannot** be held accountable for the academic success or otherwise of the Student. To the maximum extent permitted by law I **accept 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 Maths Matters services or any errors or omissions in the content of the learning materials.