

- TERMS AND CONDITIONS -

These terms and conditions become effective on successful enrolment.

Company name and details

**Grade9Tuition Ltd
Avanti House Secondary School
Wemborough Road
Stanmore
HA9 2EQ**

Limited Company registered in England and Wales - 11937459

Academic Calendar

- All of the programmes at Grade9Tuition last for one academic year (i.e. 37 weeks) apart from the Year 11 and Year 13 whose programme will last for 35 weeks.
- Term dates: These are subject to change every academic year. Revert to the APPLY section of our website for a copy of the dates. You will get a copy of this in your welcome pack.
- 11+ and GCSE further maths will run after Christmas if there is sufficient demand..

Timings of the session

- All lessons are two hours long Monday to Thursday from 5pm-7pm.
- Grade9Tuition have a strict timetable and lessons will commence at the planned time. We will not be held responsible for students who arrive late, nor will we wait for them to start.
- Grade9Tuition cannot be held responsible for the welfare of any child out of class hours.

Availability

- Although we do our best to accommodate all prospective students, we are unable to guarantee any places.
- If there is no availability, registered students will be added to a waiting list and you will be notified when a place becomes available.
- Places are offered on a first come, first served basis, so we encourage all parents/students to register and enrol early. Students who are already attending at the time we break for the summer holidays will be given priority to continue in the new academic year.

Trial Lesson

- We offer a 14 day trial period for pupils and parents. If you decide not to continue within these 14 days then you are subject to a full refund on your terms fees. However, there will be an admin charge of £30.
- A student is only permitted to have one trial (maximum two sessions – four hours of tuition).

Fees

- A student is officially enrolled once the first termly payment has been made, prior to the first lesson.
- Initially payments must be made through bank transfer, however, once enrolled, fees may be paid by cheque.
- It is the parents' responsibility to abide by the payment deadlines as shown in the welcome letter and the academic calendar.

Refunds and Cancellation

- For initial fee payments there is a 14 day cooling off period from the date of receipt. However, this will still incur an admin fee of £30 to process if you change your mind.
- If you decide to discontinue with our tuition during a term, we require a 14 day notice period in writing.
- All refunds will be made by an online transfer. Please allow up to 5 working days for all refunds to be processed.
- No refund will be issued if a student misses a lesson.

Discounts/Referral Scheme

- We do not offer discounts, however, we have an attractive referral scheme whereby for each person you recommend to enrol with us, we will offer you a £50 discount from your next fee (this does not apply to immediate family i.e. siblings). The referral bonus will be paid once the referred pupil completes at least six weeks of lessons.

Equipment

- It is the responsibility of the student to attend all lessons fully equipped i.e. calculators, pencils, black/blue ink pens, rulers, red/green pens (to mark work). Recommendations for calculators will be indicated in your welcome pack.

Undersubscribed Sessions

- Grade9Tuition reserves the right to cancel a course if it is under-subscribed. In this case parents will be notified and a full refund of fees refunded.

Cover Teacher/Make-Up Classes

- If in the rare event one of the tutors are unable to run the usual session, a fully qualified, DBS checked tutor will cover the session instead.
- If the centre is closed beyond our control such as school events and acts of god, alternative lessons will be provided at a convenient time and branch depending on the circumstances. Parents cannot claim any refund as long as the missing session is provided within the same academic year. Some of these sessions may take place in the form of a Skype lesson.

Photos and videos taken

- At the point of enrolment students and parents consent to photos/videos taken during the course to be used (alongside the student's name and results) to promote Grade9Tuition. To opt out of this, please send us an email.

Liability

- Parents or guardians will accept full liability for any damage caused by the student to premises where courses are taught.
- Grade9Tuition accepts no liability for any personal property or injury to a person.
- Grade9Tuition offers a service to help students perform better at school and achieve better exam grades. We are unable to guarantee success and are not liable for the outcome of any exam results or coursework grades.

Student Exclusion

- Students should be aware that they are attending Grade9Tuition to study and are expected to behave responsibly at all times. Activity which could cause disturbance to other students or centre staff may result in instant exclusion from the course. In such cases no refund of fees will be made.
- If we feel that your child is not putting in the required effort into their homework and classwork, then we also reserve the right to remove them from our course and this may warrant a prorated refund under the management's discretion.

Health and Safety

- All of our staff are DBS (CRB) checked.
- We will contact Parents/guardians using the contact details provided by the Parents/guardians if their child is ill.
- First Aid will be administered by qualified members of staff if necessary.
- Our Child Protection Policy can be accessed from our centre on request.

Medical Conditions

- In the interests of the student's well-being whilst in the teacher's care, it is the responsibility of the parent to notify Grade9Tuition of any medical or other conditions affecting the student.

Communication

- All communication with our tutors must be via email as far as is possible. This applies to whether you wish to discuss your child's progress or would like to enquire about additional tuition for your child.

Data Protection Statement

- The information which you give when completing your application form will be used in accordance with the Data Protection Act 2018 and GDPR regulations for the following purposes: to enable the organisation to create an electronic and paper record of your application; to enable the application to be processed; to enable the organisation to compile statistics, or to assist other and funder organisations to do so, provided that no statistical information that would identify you as an individual will be published. The information will be kept securely and will be kept no longer than necessary.