Terms and Conditions of Tutoring Services

Definitions

Tutor: Marina Vantara.

Client: the person or persons responsible for paying the tutoring fees.

Tutee: the person receiving the tutoring.

1. Aims and expected outcomes

The Client and/or Tutee must clearly communicate the aims and expected outcomes of the tutoring before entering into this agreement. The Client and/or Tutee must promptly inform the Tutor of any changes to their aims, expectations or learning priorities.

2. Scheduling lessons

Lessons will take place in accordance with a schedule agreed by the Tutor and the Client and/or Tutee for each forthcoming month. This agreed schedule will form the basis for invoicing. Any request to postpone or rearrange a lesson must be communicated at least 24 hours before the scheduled start time.

3. Lesson fees and payment

Tutoring is provided on a strictly prepaid basis. Fees must be paid either before the first day of each month for the lessons scheduled during that month, or at least 24 hours before the first lesson of that month, whichever payment arrangement applies.

If payment for an agreed lesson is made less than 24 hours before that lesson is due to begin, the Tutor reserves the right to treat the lesson as a late cancellation and charge the Client the full fee for that lesson. This reflects the Tutor having reserved the time and being unable to offer it to another student at short notice.

No additional fees will be charged for lesson preparation or travel.

Fees for an introductory session or a one-off consultation are payable separately. Payment must be made before the session by bank transfer or PayPal, or at the beginning of an in-person session if payment is made in cash.

4. Responsibilities of the Tutor

The Tutor will use reasonable endeavours to support the Tutee in achieving the agreed learning aims by:

- planning lessons consistently and appropriately in line with the Tutee’s needs and objectives;
- selecting and providing suitable resources for each lesson;
- providing differentiated classwork and homework tailored to the Tutee’s individual needs and abilities.

5. Responsibilities of the Tutee

The Tutee is expected to:

- attend lessons regularly and punctually;
- follow the Tutor’s instructions and advice relating to the learning process;
- complete homework set by the Tutor.

If these responsibilities are not met, the Tutor cannot be held responsible for any resulting lack of progress.

6. Responsibilities of the Client (if different from the Tutee)

The Client is responsible for:

- supporting the Tutee in meeting the responsibilities set out in section 5;
- ensuring that the cancellation and rescheduling terms are followed;
- ensuring that tutoring fees are paid on time.

7. Lesson cancellations, rescheduling and lateness

Cancellation by the Tutee or Client

The Tutee or Client may cancel a lesson by giving at least 24 hours' notice before its scheduled start time. In that case, the cancelled lesson may either be rescheduled for a time mutually agreed by the Tutor and the Client/Tutee, or the fee for that lesson may be credited against the following month's invoice. The chosen arrangement must be agreed with the Tutor.

If less than 24 hours' notice is given, or if the Tutee does not attend the lesson, the full lesson fee remains payable and no refund or credit will be given, except in the unforeseen medical circumstances described below.

Unforeseen medical circumstances

A lesson may be cancelled with less than 24 hours' notice where the Tutee needs to seek urgent medical treatment during the 24-hour notice period. The Tutor may ask the Client or Tutee to provide reasonable evidence of the circumstances before deciding whether to issue a refund. Any refund will be considered at the Tutor's discretion.

Lateness

Where the Tutee is late, the Tutor may, if the Tutor's schedule allows, add the missed time to the current lesson or a subsequent lesson. However, this flexibility may be withdrawn if the Tutee is persistently late without a legitimate reason.

Cancellation by the Tutor

In exceptional circumstances, the Tutor may need to cancel or reschedule a lesson. The Tutor will give the Client/Tutee as much notice as reasonably possible and will arrange a replacement lesson at a mutually convenient time.

8. Planning for absences

Any planned absence by the Tutor or Tutee, including absences for travel, holidays, family commitments or medical treatment, must be notified at least one month in advance wherever reasonably possible. The parties will inform each other of the relevant dates so that the schedule and invoicing for the affected period can be adjusted appropriately.

9. Termination of the agreement

Either party may terminate this agreement by giving the other party at least one month's written notice. The agreement will end 31 calendar days after the date on which the notice is given.

If the Tutee or Client needs to terminate the agreement immediately in exceptional circumstances, fees already paid for the remainder of the current month will not be refunded.

If the Tutor needs to terminate the agreement immediately in exceptional circumstances, the Tutor will refund any fees paid for lessons in the remainder of the current month that will not take place.