



## **Term and Conditions 2023-2024**



[westlondonhistorytutor@gmail.com](mailto:westlondonhistorytutor@gmail.com)



[www.westlondonhistorytutor.weebly.com](http://www.westlondonhistorytutor.weebly.com)

West London History Tutor reserves the right to alter these Terms and Conditions at any time. The most up-to-date Terms and Conditions can be found here:

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By registering with West London History Tutor you are confirming that you agree to these Terms so please take the time to read and understand them.

## **REGISTRATION**

Clients are required to provide adequate contact details including:

- postal address.
- email addresses of the student and parent/carer.
- Landline and/or mobile numbers.
- Any changes to contact details during the period of tuition.

## **PAYMENT**

- A free 20 minute consultation is available on request for the student and parent/carer to meet the tutor, ask any questions and view how online tuition works.
- Lessons are charged at £40 per hour.
- Clients may request an **initial paid trial lesson** before arranging regular tuition lessons.
- Invoices will be emailed either on a weekly or 4-weekly basis as agreed by the client and West London History Tutor.
- **Cancellation of a lesson:** If you cancel a lesson with less than 24 hours' notice, a £10 cancellation fee will be charged (except for where there is a death in the family).
- **Non-payment of fees:** West London History Tutor reserves the right to refuse to allow the student to attend tuition while fees remain unpaid or if there is a persistent failure for fees to be paid on time.

### **Payment for 1:1 Online Tuition**

- Payments are via Bank Transfer **24 hours prior** to the lesson taking place.
- Blocks of Lessons can also be paid for in advance.

### **Payment for Group Tuition**

- Minimum numbers are required for group tuition.
- Fees for group lessons must be paid in advance and are non-refundable due to the nature of group tuition.

## **LESSONS**

- Lessons are for the duration of 1 hour; however bespoke lesson lengths are available upon request.
- Lessons will always take place on the day and time specified in the email that accompanies these terms and conditions, unless a change is agreed in advance.
- Lessons are conducted on Google Meets.
- For 1:1 lessons, the student will be given a unique and individual Google Meets link.
- The lesson resources will be shared 24 hours prior to the lesson beginning via Google Docs using the student's email address.
- Lessons take place during term time (term dates will be based on Ealing Council), unless otherwise arranged and agreed upon between the client and the Tutor.

## **Safeguarding**

- Parent/s or guardian/s must be present at the venue within earshot for all lessons and are welcome to come into lessons at any time.
- Online tuition lessons should take place in an open room such as the dining room, kitchen or living room, with the door open. If this is not possible, please ensure the environment is appropriate.
- Students should be appropriately dressed for the lessons (i.e. not in nightwear, beach wear etc.).

## **Punctuality**

- Clients are responsible for logging in for online tuition on time.
- Lessons will begin at the scheduled time.
- If a student is late, the time will not be made up (i.e. the lesson time will not be extended) and the lesson will end at the pre-arranged time.
- If for any reason the Tutor is late, the full 60 minutes lesson will take place if possible (i.e. if there isn't a scheduled lesson due to start with another client) or the time will be added to the next tuition lesson.

## **Tutor Obligations**

- Agrees to prepare all materials prior to lessons and to structure lessons in such a way to optimise learning time.
- Agrees to keep personal details of the students, including names and pictures of students' faces strictly confidential in the case of using lesson materials or screenshots for the purpose of marketing on social media.
- Shall at no time be required or obligated to complete students' homework or assignments.

## **Student Obligations**

- Agrees to login for online lessons on time for the start of their lesson.
- Agrees to have their webcam turned on (unless otherwise agreed).
- Agrees to participate fully in the lessons to the best of their ability.

- Agrees that tasks, exercises or homework will be completed.
- Agrees to ensure that all equipment (computer/laptop/iPad, graphic tablets/apple pencils, webcams, headphones and microphones) are ready and charged before the lesson starts.
- Agrees that mobile phones and social media will not be used and will be muted during the lesson unless the tutor has asked the student to do so for learning purposes.
- Agrees to use appropriate and respectful language.

## **LESSON CANCELLATION**

- Contracts can be cancelled by both sides at any time. West London History Tutor will endeavour to give 2 weeks' notice prior to cancellation as a courtesy.
- To cancel a scheduled lesson, please give at least 24 hours' notice in advance.
- If a cancellation is made with more than 24 hours' notice, an alternative time and day will be offered that is mutually convenient to both the tutor and student.
- If you cancel a lesson without 24 hours' notice, a £10 cancellation fee will be charged for the loss of earnings/lesson planning (except where there has been a death in the family).
- Any lessons cancelled by West London History Tutor for any reason, will be:
  - rescheduled where possible, or
  - refunded in full if the client has pre-paid by deducting the cost of the lesson from your next invoice.
- **Repeated Cancellations:** West London History Tutor reserves the right to withdraw tuition for repeated cancellations and/or no shows.

## **STUDENT PROGRESS**

- It is the parents' responsibility to provide any additional information they feel is important to tuition (for example medical conditions/special education needs etc.)
- Parents are welcome to join the video call at the beginning or end of the lesson for feedback.
- Written reports will not be provided.

## **LIMITATION OF LIABILITY**

While the West London History Tutor will strive to provide the best possible service and ensure the student makes the best possible progress, this cannot be guaranteed. The Tutor cannot be held accountable for the academic success or otherwise of the Student. To the maximum extent permitted by law, the Tutor does not accept 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 content of the Tutor's learning materials. You the client specifically waive any and all claims arising out the use of the tutoring service.