

# **EVERYDAY NUMBERS LTD TERMS & CONDITIONS**

## **Terms & Conditions**

**These terms and conditions are valid for all tuition from April 2020. Everyday numbers Ltd reserve the right to make changes as required to the terms and conditions. All parents and students will be notified of any updates.**

## **Registration**

- **Clients are required to provide adequate contact details and emergency contact numbers. When attending lessons at the tutor's location there must be a contact number in case of emergency. This will allow effective communication between tutee, tutee's guardian and the tutor.**
- **Information will be requested through the enrolment form which must be completed prior to the first lesson. This will also include the current year of the student and their level with goals they want to achieve.**
- **Details will include but not be limited to; postal address, email, home and mobile contact numbers, emergency contact. Please ensure you notify me of any changes as quickly as possible. We follow strict GDPR rules therefore, information will be shared only in case of an emergency.**

## **Booking and Payment**

- **Each lesson will be charged as per the rates as discussed at time of booking.**
- **The first lesson will be booked as a one off as a trial offered at 20% discount to the normal lessons.**
- **Lessons after the trial will be paid in bulk of 5 lessons or 10 lessons bulks 24 hours before the 1st lessons. You can choose how often you'd like to take the lessons. Weekly, bi-weekly or more often dependent on availability.**
- **Any offers that are taken up will need to be paid by the terms of that offer.**
- **Payment for regular tuition is by cash or bank transfer, details as per the invoice provided.**
- **By booking a regular time slot you agree to pay for and attend all available sessions on your chosen day/time each.**

- **We reserve the right to reject any bookings if we feel there is a compromise of our T&C or we are unable to help with your requirements. We however this will be a last choice and will always be committed to helping you.**

## **Inclusive in rates**

- **Within the rate you pay will include; prepare for the lesson tailored to the individual's needs, the hour for the lesson, marking and feedback for the homework and support during the week if the student requires.**
- **Homework is to be submitted 2 days before the next lesson where possible. Any homework not completed will roll over into the next weeks homework along with any additional given for that session.**
- **Assessments will be given to review the students progress and required to be completed without support. This will help the tutor understand where the student is in their achievement.**

## **Cancellations**

- **Cancellations are to be made at least 12 hours before the start of the lessons. Where you give sufficient notice there will be no start incurred.**
- **Cancellations with less than 12 hours' notice before their start time will be subject to a charge of 20% of the lesson cost.**
- **If there are extenuating circumstances leading to lesson cancellation, credit will be offered towards the following lesson at the discretion of your tutor and Everyday numbers Ltd.**
- **Bookings cannot be cancelled after the Lesson has commenced. Lessons which are not cancelled by the student before the start time but are not attended by the student will be charged at full price. If there are extenuating circumstances leading to lesson cancellation, credit will be offered towards the following lesson at the discretion of your tutor and Everyday numbers Ltd.**
- **Sessions cancelled by your tutor and not rescheduled will be refunded in full or offered to you to reschedule at the next mutually available time.**
- **Cancellation of the tuition contract is to be made in writing/email by the start of the 2nd to last hour in the bulk purchase. This gives the tutor time to close of any queries the student has and cover any final parts on topics they are working on and homework feedback.**

## **Absences/illness**

- **To avoid the spread of any illness to students or tutors, any student with an infectious illness even as small as a flu or cold, we request not attend tuition in person and we will move onto the online platform. This is to keep all tutors and students safe.**
- **If due to the illness the student needs to reschedule the lesson, please give the standard minimum of 12 hours' notice.**
- **Due to COVID-19 all lessons are delivered via Zoom or Teams until it is safe to commence face to face lessons.**

## **Timekeeping and parental/guardian involvement**

- **All sessions are 55 minutes teaching time, plus 5 minutes to cover any queries and homework for the week.**
- **Please ensure to attend the lesson on time to avoid loss of time as the tutor will need to close of the lesson, upload homework and prepare for the next lesson.**
- **If you do not attend with 10 minutes of the start time the lesson will automatically be cancelled and the lesson will be charged in full.**
- **Where possible, we require student to download the Microsoft teams app and/or zoom so they are able to log in using the link provided to their person folders where all classwork and homework will uploaded.**
- **Downloading these apps prior to the lesson will ensure full learning time and minimise error disruption. If during the lesson one does not work we are able to move to the other app efficiently.**
- **It is the parent or guardian's responsibility to provide details of any allergies, special needs or medical concerns which they deem important while the student is in their lesson in person or online in case of emergency.**

## **Privacy and data protection**

- **As previously seen in the Registration T&C, there will be no data shared unless in an emergency.**
- **Lessons may not be recorded (audio or video) without written permission from both parties, tutee and tutor prior to the lesson.**
- **Group lessons may not be recorded (audio or video) without written permission from all attendees and tutor prior to the lesson.**

- **Screen prints are also not permitted without consent. Where required and agreed the tutor will upload any screen written work to the student's folder.**

## **Additional and classroom behaviour**

- **Everyday numbers reserve the right to charge for meetings in person or via phone/online requested outside of session times.**
- **Everyday numbers Ltd take no responsibility for student's exam results but will endeavour to offer my professional advice and opinion regarding likely outcomes.**
- **The student is required to put in extra hours outside of the lesson to ensure continuous practice increasing the certainty of passing their exams or achievement goals. Lessons are there for support and teaching to further the student's knowledge, but the main achievement is through the student's wiliness to work on additional practice from the questions given by school and tutor.**
- **Everyday numbers Ltd tutors are always available for questions between sessions via email and aim to respond within 24 hours Monday-Friday.**
- **Any students not concentrating in the lesson will have their parent/guardian contacted to resolve the reason. Full attention is required to receive full results of the lesson.**
- **Any students disrupting the group lessons will be politely asked to leave and no refunds given. This will be a loss for the students learning and if this this behaviour continues parents will be asked to move into individual lessons with difference in rates payable immediately.**
- **Any damage or theft with proof of tutor's property will be invoiced to the parent/guardian/student (adult learner) where they are deemed responsible.**