

Contract Terms and Conditions

1. Lesson Requirements

1.1 Students should bring the following items to every lesson: the core recommended textbooks, paper, A4 ring binder, calculator and other appropriate stationary.

1.2 Students should come to each lesson with their completed homework set by the tutor and be ready to discuss what they are working on. Regularly missed homework will be sanctioned according to the behaviour policy.

1.3 Where tuition will take place at the clients' home, space should be provided for tuition where the responsible adult can be accessible at all times. Students should be fully dressed in daytime clothes on arrival (not pyjamas). Under no circumstances will tuition take place in a bedroom.

2. Payment Terms and Lesson Booking

2.1 Adept Tuition will not accept payments on a lesson by lesson basis. Lesson payments are taken in full in advance and under any circumstances are strictly non-refundable and non-transferable. Failure to make full payments in advance will result in no admission to the lesson and termination of services. Lessons missed will not be repeated. However, the resources used in that lesson will be made available, where possible, to the student upon request.

2.2 Full payment must be made before the first lesson of the new term. Bookings and payments must be made on the website - www.adepttuition.com. Prices at the time of booking on the website are accurate and fixed. Services and fees can change on the website depending on promotions or fee changes.

2.3 It is the parents' responsibility to abide by and to have knowledge of the dates and times of the lessons and holidays within the Adept Tuition weekly class schedule and year calendar. Lessons missed will not be repeated and under any circumstances, payments made are strictly non-refundable and non-transferable.

2.4 If the lesson/lessons are cancelled by Adept Tuition, every effort will be made to provide a substitute lesson at another time within the academic year or a pro-rata refund may be offered where this is not possible.

2.5 Lesson availability will vary depending on the time of year and other commitments. For instance, there may be additional lessons and different services closer to examination times. Please note that lessons longer than one hour may include a short break.

2.6 Where tutor travel is involved, fees will differ to those where the student can travel. Prior to booking lessons with travel on the website, Adept Tuition should be consulted with, to ensure that the timings are manageable and accurate.

3. Travel & Lateness

3.1 Parents are responsible for ensuring that students travel to and from lessons safely and responsibly. Students should respect the surrounding residences when travelling to tutor's homes.

3.2 Lessons will start at their scheduled time. If a student is late, the time will not be made up. Student lateness in excess of 15 minutes will result in a cancelled lesson. The entire lesson fees will not be refunded, and there will be no make-up lesson scheduled.

3.3 Where a tutor is travelling to students, students should be ready to start their lesson at the allocated time. Where lessons start after their scheduled time due to tutor lateness, the time will be made up. In the case of tutor lateness of more than 15 minutes, the tutor will make contact as soon as it is reasonably practicable.

3.4 Parents and guardians must promptly collect their child after lessons. After lessons students will be given permission to leave the premises unless otherwise stated in writing to Adept Tuition. Please note that back to back lessons will finish a few minutes early to ensure that the following lesson can start promptly.

3.5 In the case of severe weather, lessons will continue as normal, unless parents are contacted directly by Adept Tuition to cancel.

4. Termination of services

4.1 Termination of tuition can be enforced by either party – the student or Adept Tuition.

4.2 In the event of terminating services at any time during the term, lesson payments will be retained and not refunded.

4.3 In the event of Adept Tuition terminating services due to non-compliance of these terms and conditions then lesson payments will be retained and not refunded.

5. Communication

5.1 Primarily, the first point of contact should be parent(s)/ guardian(s) with Adept Tuition to discuss timings of bookings, or travel and other relevant enquiries.

5.2 It is understood that on the occasion that students may need to contact Adept Tuition directly, in which case this is at the discretion of the parent(s)/ guardian(s) to advise and provide consent.

5.3 Once a student has made direct contact, via email, phone or message with Adept Tuition, then Adept Tuition accepts that the parent(s)/ guardian(s) have granted permission and given the relevant contact details. And those future communications will be allowed.

6. Behaviour

6.1 Adept Tuition staff will conduct themselves professionally and strive towards exceptional progress of all students.

6.2 Students should wear clothing which is non-offensive, modestly covered and appropriate.

6.3 Students are expected to actively learn and participate in learning without opposition. Defiance in instructions may lead to termination of lessons with no refund provided. Continual defiance or unacceptable behaviour will lead to removal from that lesson. This would require a parent or guardian to pick up the student immediately and the lesson fee will not be refunded.

6.4 Adept Tuition staff must be treated with respect and courtesy at all times from pupils and their parent(s)/ guardian(s). Adept Tuition staff will not tolerate abuse of any kind. Such behaviour will result in immediate termination of the tuition agreement.

6.5 The following stages apply at Adept Tuition, however, refer to the behaviour policy for more details:

First stage offence will result in a verbal warning.

Second stage offence will result in a written warning.

Third stage offence will result in automatic withdrawal from all future lessons with Adept Tuition. And fees will not be refunded.

6.6 Whilst on the premises during tuition lessons, pupils are responsible for any damage caused to any equipment or parts of the premises belonging to or being used by Adept Tuition. If any damage is caused by pupil(s), be it intentional or accidental, reasonability and liability to repay and charges incurred, shall solely lie with the pupil(s) and their parent(s)/ guardian(s).

7. Bullying

7.1 There is a zero-tolerance on bullying. This includes within and outside tuition lessons in any way, shape, or form.

7.2 Bullying will result in the permanent withdrawal of the student from future lessons with no refund provided.

8. Use of mobile phones

8.1 Mobile phones are not allowed to be used during lessons at any time. Students may use them during break times – provided that permission is granted. Should a mobile phone be used in the lesson without permission it will be confiscated until the end of the lesson.

8.2 Continual failure to adhere to the above requirement will result in the student being withdrawn from future lessons with no refund provided.

9. Health and Safety

9.1 All medical history must be specified and updated (when required) on the Student Information Form. Students must conduct themselves in a responsible and safe way at all times.

9.2 A risk assessment has been carried out for lessons occurring at Adept Tuition's premises however, any existing or future concerns should be raised immediately to Adept Tuition in writing.

9.3 Under exceptional circumstances, Adept Tuition reserves the right to use reasonable force, as defined by the Department for Education document published on 17 July 2003 (<https://www.gov.uk/government/publications/use-of-reasonable-force-in-schools>), to ensure safety, cooperation and duty of care towards all students.

10. Emergencies

10.1 The emergency contact(s) should be available for communication and collecting of students at all times during lessons.

10.2 Details for contact information should be immediately updated in writing in the case of any changes.

11. Limitation of Liability

11.1 While the tutor will endeavour to ensure the student makes satisfactory progress, this cannot be guaranteed, and Adept Tuition cannot be held accountable for the academic success or otherwise of the student.

11.2 To the maximum extent permitted by law, Adept Tuition cannot accept liability for any direct or indirect loss or damage, foreseeable or otherwise, arising from the use of the services or any errors or omissions in the content of the Adept Tuition's learning materials.

12. Agreement to these terms and conditions

12.1 Acceptance of our services will be taken to represent an agreement to these contract terms and conditions. Any queries to the terms and conditions should be stated in writing prior to commencing services with Adept Tuition, as you will be bound by the revised terms and conditions if you continue to use our website or the services of Adept Tuition.

12.2 We may change these terms and conditions by posting the revised version on our website at least 14 days before they become effective.