

## **Contract Terms and Conditions**

### **1. Online classes requirements**

1.1 Registration must be completed before each class.

1.2 To join a class, students require a Zoom account login.

1.3 On the day of the lesson, open the email confirmation received when you registered for the class. It will have the Zoom webinar link and password to join the class. Use this link to join.

1.4 Students should join the lesson a few minutes before start time. This will lead you into a waiting area until the class begins.

1.5 Students should have the following items to every class: paper, calculator and other appropriate stationary.

1.6 Students should be situated in a silent space to allow maximum engagement and interaction in the lesson.

1.7 Students require a computer or laptop with a microphone and a good strong internet connection. Where students are unable to access a computer, they may under these circumstances use tablets or even mobile phones however these are less effective.

1.8 On entry to the lesson, all students' microphones will be muted. And there is no requirement for any students to use webcams at any point during lessons. But will at times need a microphone to communicate.

- 1.9 The students will only be able to see and hear the tutor and the resources being used to teach the lesson. However, in the opportunity where the students wish to participate vocally in sharing answers and discussing questions, their microphone will be turned on to do so and turned off when finished.
- 1.10 Students will be required to download worksheets and other resources during the lesson.
- 1.11 Chat and polling services are used in the lessons. Students will be required to participate in these.
- 1.12 Classes may consist of panellists to assist with the running of the lesson, provide admin support and attempt to resolve any problems.
- 1.13 All online lessons will be recorded by Adept Tuition for training and monitoring purposes. Recordings may also be used for advertising purposes.

## **2. Lesson registration and payment terms**

- 2.1 Adept Tuition will accept payments on a lesson by lesson basis. Lesson payments are taken in advance and lessons missed will not be repeated.
- 2.2 Payment must be made before the lesson. Bookings and registration must be made on the website - [www.adepttuition.com](http://www.adepttuition.com). Payments are only made via PayPal when booking the class. For further information on how to set up a PayPal account please refer to <https://www.paypal.com/uk>
- 2.3 The booking link is for the sole purpose of the registrant only. The link is not to be shared with others. Any manipulation, alteration and improper use of this link, including sharing the link will lead to permanent immediate termination of the tuition agreement and Adept Tuition services. Any damage caused by and any losses incurred, be it intentional or accidental, reasonability and liability to repay and charges incurred, shall solely lie with the student(s) and their parent(s)/ guardian(s).

2.4 Services and fees can change on the website depending on promotions or fee changes. However, the current fee for lessons is fixed at £1 for all classes, whilst Government guidelines limit social interaction and students from attending school.

2.5 It is the parents' and students' responsibility to abide by and to have knowledge of the dates and times of the classes.

2.6 Check that you have received the correct confirmation of booking email and that the emailed registration link works, before the event, as during the live event it is difficult to support any problems and queries.

2.7 Lessons missed will not be repeated and under any circumstances, payments made are strictly non-refundable and non-transferable.

2.8 Days and timings of classes, may be subject to changes, depending on demand. Every effort will be made to provide enough notice of such changes.

2.9 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.

2.10 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.

### **3. Lateness**

3.1 Ensure that the date and time of the class registered are correct, as booking for the wrong classes will not provide you with a correct link to the lesson.

3.2 Lessons will start at their scheduled time. If a student is late, the time will not be made up.

#### **4. Feedback & homework**

4.1 Individual feedback on progress will not be possible to provide.

4.2 Homework is not provided however students can complete the sheets provided in lessons.

#### **5. Behaviour**

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

5.2 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.

5.3 Adept Tuition staff must always be treated with respect and courtesy by students 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.

5.4 The use of chat facilities on Zoom is primarily for communication between the tutor and/or panellists with the students. It will also be used to send website links to the students which they can then use to access worksheets and documents only when instructed to do so by the tutor. Chat and other communication facilities should only be used to ask and answer questions.

5.5 Under no circumstances must students abuse public spaces/chat facilities on the online lessons to send any irrelevant and inappropriate communications. Students are not permitted to share anything in any way, shape or form e.g. messages, links, sources, documents, images etc. This includes anything inappropriate

and/or indecent referencing. In the case where a student is found to be defiant in these instructions will lead to termination of lessons and removal from that lesson with no refund provided.

## **6. Bullying**

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

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

## **7. Use of mobile phones**

7.1 Mobile phones are not allowed to be used during lessons at any time. However, where students are unable to access a computer, laptop or tablet they may under these circumstances use mobile phones to participate within the lessons however these are a less effective means of learning.

## **8. Communication**

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

8.2 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.

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

## **9. Termination of services**

9.1 Termination of services can be enforced by either party, the student or Adept Tuition, at any time.

## **10. Limitation of Liability**

10.1 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.

10.2 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.

## **11. Agreement to these terms and conditions**

11.1 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 before 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.

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