

ACE Tuition Harpenden

Terms & Conditions

Please read the detail below carefully so that you are fully informed about our terms and conditions.

Terms & Conditions

1. Invoices are emailed at the beginning of the month relating to sessions in the prior month. Payment in full is required within seven days of receipt. However, if preferred, clients may also pay following each individual session with receipt of such payments being evidenced on the monthly invoice.
2. Sessions are booked in half termly blocks. Sessions take place weekly during term time. It is possible to book sessions to take place during the holidays; however, this is to be agreed on an individual basis.
3. One week's written notice (prior to the end of each half term) is required should a client no longer require sessions. This does not relate to clients for whom a specific number of sessions has been agreed in advance.
4. If sessions are cancelled within 24 hours, 50% of the session cost will be charged and billed for. Due to the nature of private tutoring, it is not possible to simply 'slot in' new clients when sessions become available at short notice.
5. If two or more sessions are cancelled for reasons other than illness in a term, we reserve the right to offer the session day/time to a client on the waiting list. It is important that tutees attend their weekly session to provide the opportunity for overlearning, continued learning and to ensure progress is made on a timely basis.

6. Although we appreciate that school trips or key events are scheduled on certain dates, these are known well in advance and should therefore also be communicated before the start of each half term, otherwise a cancellation charge of 100% of the session cost will be levied. Please note, it is not appropriate to cancel a session for reasons such as your child wishing to participate in a sporting fixture or attend a party.

7. If a tutee is late for a session, the session will not be extended beyond the regular time slot.

8. While all efforts will be made to accommodate a requested change of day or time for a weekly session, this cannot be guaranteed because generally such a request involves another client also agreeing to change the day and time of their session.

9. The following services are provided free of charge to clients:

- an initial telephone consultation of up to 30 minutes;
- reviewing your child's most recent school report and/or school correspondence for planning purposes and target setting;
- a half termly review of your child's progress, if required, via email or telephone.

10. For weekly summary emails or telephone calls of areas covered during sessions, an additional fee will apply and will be billed on a monthly basis.

11. Any other additional work performed for clients (beyond what is outlined in point 9) is subject to a charge to be agreed in advance. This may include but is not limited to the review of diagnostic reports; telephone calls or emails that provide further parental guidance or support; and, as stated in point 10, any emails or telephone calls that summarise areas covered within a specific session. As you will appreciate, although the aim is always to offer appropriate guidance and support to parents, to ensure the business remains sustainable, charges must be made for

time spent on individual client work over and above the planning and delivery of each weekly session.

12. Session rate increases will be kept to a minimum but may be required to reflect the additional time that private tutoring sessions require in terms of individual client planning and the increasing costs of personalised resource preparation. Clients will be informed of any forthcoming price increase prior to the end of half term before being required to commit to a further block of sessions.

These terms and conditions are subject to change, amendment or update at any time.