

# Terms and Conditions

At CleverTutors, we believe in complete transparency between tutor, student, and client. These Terms and Conditions outline the key policies that apply when you or your child engages in tutoring sessions with Faith Golding. More detailed information will also be found in the tutoring agreement signed at the start of your learning journey.

Note: CleverTutors (Faith Golding) reserves the right to update or amend these Terms and Conditions at any time. The latest version will always be available on our website.

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## 1. Contracts and Personal Information

- All clients must read and sign a tutoring contract before lessons begin. (Online clients will receive this contract by email to sign electronically prior to the first session.)

This document includes details about payment, lesson expectations, conduct, and homework.

- All clients are required to familiarise themselves with any Health and Safety or Covid-related policies published on the CleverTutors website.
- For face-to-face students, parents/clients must complete an Emergency Contact Form before the first session. This must include:
  - At least one mobile phone number
  - An email address
  - A contact address
- For online lessons, at least one contact phone number and a valid email address are required.
- It is the responsibility of the client/parent to inform Faith Golding of any allergies, medical conditions, or special educational needs before lessons commence. This applies to both face-to-face and online sessions.

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## 2. Invoices, Payments, and Fees

- Lesson fees are set according to the rates published on the CleverTutors website and discussed at the time of booking. All fees are fixed and non-negotiable.
- Clients will receive an invoice at least 72 hours before the lesson. Clients must check all details carefully before making payment, as refunds cannot be issued once payment has been made.
- Payment for lessons must be received no later than 48 hours before the first scheduled session. If payment has not been received, the session will not take place.
- Lessons are paid for in five-week blocks, unless otherwise agreed. Each new block must be paid for in full at least 48 hours before the first lesson of that block.
- Payments must be made via bank transfer only. Details for payment will be included on each invoice. Cash payments are not accepted.

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## 3. Cancellations and Missed Lessons

- Missed or cancelled sessions are non-refundable. Lessons cannot be rescheduled or “rolled over” to a later date.
- In cases of illness, it is at the tutor’s discretion (Faith Golding) whether a missed session will still be charged. Parents/clients must notify the tutor as soon as possible and confirm when lessons can resume.
- If a lesson is cancelled by the tutor, an additional lesson will be offered in lieu at a mutually agreed time.
- To end your tutoring agreement, clients must provide at least four (4) weeks’ written notice by email.

If cancellation occurs mid-block, no refund will be issued for unused sessions.

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## 4. Illness and Health Guidelines

- Students showing symptoms of an infectious illness (e.g., Covid-19, flu, etc.) must not attend face-to-face sessions. If a student appears unwell during a session, Faith Golding reserves the right to end the lesson immediately, and no refund will be issued.
- If national or local health restrictions (such as lockdowns) come into effect, all lessons will automatically move online (via Zoom or another suitable platform).
- Clients are encouraged to follow good hygiene practices, including handwashing or using hand sanitiser upon entering the learning space.
- If a student is unable to attend face-to-face due to illness but is well enough for an online session, an online alternative can be arranged with at least 48 hours' notice.

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## 5. Timekeeping and Parental Involvement

- All sessions last one hour, unless additional time has been pre-arranged. Additional time will incur an extra charge.
- Lessons must start promptly. If a student is more than 10 minutes late, the tutor may cancel the lesson, and no refund will be issued. Consistent lateness may result in termination of the tutoring agreement.
- Meetings or consultations outside of scheduled tutoring sessions (in person, phone, or online) may incur an additional fee.
- Parents/guardians are welcome to sit in during the first face-to-face lesson only. After this, students are encouraged to work independently to maintain focus and confidence.
  - For online sessions involving younger students (KS2), a parent may remain nearby (off-camera) to assist with technical issues but should not participate or interrupt the lesson.

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## 6. Online Lessons and Digital Learning

- Students must not interfere with Zoom settings or any other tools that may disrupt the lesson.

- If technical issues arise, students should use the chat function to inform the tutor or contact the parent to resolve the issue. If connection is lost completely, the parent/client should contact the tutor via phone as soon as possible.
- If a connection problem lasts longer than 15 minutes, the lesson may be rescheduled at a mutually agreed time.
- All online work and homework are managed via Google Classroom or similar platforms. These classrooms are private and must not be shared with anyone outside the student, tutor, and parent/client.

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## 7. Homework and Progress

- Homework may be assigned between sessions to reinforce learning. This may include completing unfinished classwork or short additional tasks.
- If parents prefer that no homework be assigned, they must inform Faith Golding in advance.
- Students are expected to complete homework on time so that it can be reviewed at the next session. Regular homework completion helps ensure steady academic progress.

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## 8. Eating, Drinking, and Dress Code

- Students should not eat during lessons, unless medically necessary (e.g., diabetes). Small snacks may be permitted with prior approval.
- Only water is permitted during lessons. Drinks should be in bottles or containers with lids to prevent spills.
- All students must be dressed appropriately for lessons (both in-person and online). Inappropriate attire (e.g., overly revealing clothing) may result in cancellation of the session without refund.

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# CleverTutors

unlocking potential, one student at a time