

Smart Choice Tutors

Terms and Conditions



Valid immediately from the date received.

Reviewed 01.09.2022.

Lesson fee:

Payment should be made on the day of the lesson or day that the invoice has been sent. If payment is not made, any appointments booked will be cancelled until payment has been received. The only exception to this policy is the first session. Sam will send a check-in email after the first session and provide you with an invoice.

General Requirements:

The child(ren) must be ready to learn from the start of the lesson time. In the unlikely event that the tutor is running late, they will start the hour's session from their arrival.

We have extremely strict time schedules to stick to, so please respect the fact we may have to rush off for a lesson with another child.

If the lesson is online, please allow yourself time to check your microphone and webcam is working correctly. If there are technical difficulties (on the client's side) fees are still payable. If there are technical difficulties on the tutor's side, the lesson will be cancelled, and no fee is payable unless the lesson is rescheduled.

We are available for contact by email (sam@smartchoicetutors.co.uk) for any enquiries. If you would like direct feedback from the tutor after a session, please join your child in the session for the last 5 minutes where the tutor can discuss tasks completed and any future plans.

If your child is unwell, you must tell Sam (Director) with as much notice as possible, even if it means a cancellation is necessary.

Our Tutors:

At Smart Choice Tutors, we have a range of fantastic tutors ready to help meet your child's learning needs. We take great care over matching your child with a tutor and ask that you provide us with as much information as possible at the enquiry stage. We love to see school reports, assessment material or any other information you can provide about your child that may help us match them with their tutor.

Please remember that all children have different learning styles. Our tutors are highly skilled, and each use their own, individual teaching methods. The benefit of private tuition is that your child's tutor can adapt their teaching methods to your child's needs. If you feel that your tutor's teaching method doesn't suit your child's personality, please contact us in the first instance and we will endeavour to find a replacement.

Any opinion expressed by one of our tutors is not necessarily an expression of the opinion of Smart Choice Tutors.

As agent contracting on behalf of the tutor, Smart Choice Tutors will not be liable to the client or any third party for any act, omission or error (whether wilful, negligent or otherwise) of the tutor.

Clients are not permitted to make private arrangements with tutors introduced by Smart Choice Tutors.

Cancellation Policy:

If at any time you would like to stop, or postpone, your child's tuition one month's notice will be required. Please also give as much notice as possible if a time change is required, we will try to accommodate this where possible but please note our tutors are very busy.

If you hold a weekly set lesson cancellations must be made, in writing, with one full week's notice. In exceptional circumstances, it is up to Emily and Sam's discretion to make the final decision regarding charges. If more than one lesson is cancelled per child per school half-term further lessons will be charged in full. Please note we follow Bracknell-Forest Council Term dates.

School Holiday lessons are in addition to term-time weekly lessons. Upon booking, please let us know if you would like tuition to continue during the school holidays or not. If we do not hear from you, we will assume lessons will continue as normal and the cancellation policy will apply.

For lessons during school holidays, lessons that are pre-booked cannot be cancelled in bulk unless a month's notice is given. If individual lessons (maximum of 3) are cancelled due to holiday or other appointments, one full week's notice must be given. If notice is not given in the correct time period, the full lesson charge will be required.

If, for any reason, a lesson is missed by the client the full fee will be charged. Sam will endeavour to contact the client to remind them of the lesson but if they have not attended within 10 minutes the lesson will be cancelled and charged in full. This applies to both face-to-face and online lessons. Please ensure we have the best method of contacting you in case of a forgotten lesson. We can contact you by voice call, text, Instagram/ Facebook message or email.

We try, wherever possible not to cancel appointments but if a cancellation is needed as much notice as possible will be given, and no charge will be made. Please note that there may be times where a short-notice cancellation may occur such as tutor illness or last-minute school meeting. We will contact you as soon as possible if this is the case.

Tuition Terms and Conditions

We are engaged by the client only to provide tuition and are not responsible for the safety, welfare, well-being and care of minor students or for the protection of any person's property. In the case of all students, a responsible adult (other than ourselves) must be present at the premises at all times during which we are present for a lesson.

Any advice we give as a tutor is our own personal opinion. We are not liable for any direct, incidental, consequential, indirect, special, punitive or similar damages arising

out of use of our tutoring service, or any errors or omissions in the content of our materials. You the client specifically waive any and all claims arising out of the use of this tutoring service.

We strive to provide the best possible service. However, we will not be held accountable or responsible for the academic success or lack thereof demonstrated by the student/client. Although we will do everything our power to help grades and skill sets improve, we can offer no guarantee of this.

Should you have any questions or comments about tuition or your child's tutor please contact Sam on sam@smartchoicetutors.co.uk in the first instance. We love to hear your feedback!

Safeguarding

As we work directly with children and young people, we ensure safeguarding is at the heart of our work. It is important that we protect the children who we work with under 'Smart Choice Tutors' and their families. It is also essential that we provide parents with the overarching principles that guide my approach to child protection.

As Director, Sam is the safeguarding lead for Smart Choice Tutors and will respond efficiently and appropriately to any concerns we may have for a child's health and wellbeing.

Some of our online tutors may record the session for safeguarding purposes. The recording of the lesson will be stored on a secure drive and will be deleted regularly. This will only be accessible to your child's tutor. You will be able to tell when a tutor is recording a session as it will show up stating so on the meeting. If you prefer that your tutor records a session, please contact Sam on sam@smartchoicetutors.co.uk to make this request.

COVID 19 Policy

Smart Choice Tutors follows UK Government guidelines fully. If a local lockdown or national lockdown occurs, all lessons will be moved to online and the cancellation policy still applies.

Photo Consent

During the child's lesson, we may take photos/ videos of the child and their work to show activities that have been completed.

When photos/ videos are shared, they will never include any images of the child's face to protect their privacy. All posts to the 'Smart Choice Tutors' Facebook page will follow GDPR guidelines fully and contain minimal information about the child.

On rare occasions, such as when the child has included their name on their work, their name may be included in a photo or video, but this will be first name only.

All children will be referred to as 'Mr/Miss and the first initial of their name to protect their identity. Their age/ Year Group may be mentioned.

Data Protection (GDPR):

Smart Choice Tutors is registered under the Data Protection Act to hold and use client data for the purposes of the services that it provides. Clients providing personal data to Smart Choice Tutors are consenting to the use of that data by Smart Choice Tutors for the purpose of effecting introductions to Tutors, for billing and fee collecting purposes and to enable Smart Choice Tutors to contact the client and/or student from time to time. Where required for legitimate purposes in connection with Smart Choice Tutors business and subject to suitable safeguards that data may be transferred to others.

Please note, we use 'Tutor Bird' as an online diary system. Client information will be held on Tutor Bird for the duration of tuition, but users will be wiped immediately after tuition has ceased and information will no longer be held on Tutor Bird from then on.

By accepting these Terms and Conditions you agree to us contacting you for any necessary reason including for payment, updates and marketing reasons.

Thank you for reading and agreeing to our Terms and Conditions. We cannot wait to start working with you.

