



Terms and Conditions for Online Tutoring Services provided by Charles Education

Updated January 2024

Disclosure and Barring Service

I am thoroughly DBS checked and registered on the live update service. Documentation of this check is available upon request for parents, carers, or guardians who wish to review it.

Lesson Booking and Cancellation

Lessons can be scheduled using the provided Calendly link. Life occasionally necessitates cancellations, and I've designed a flexible cancellation policy to accommodate both students and myself.

Cancellation by the Tutor:

I may cancel lessons with a minimum of 24 hours' notice, after which I will reschedule the lesson. If I cancel with less than 24 hours' notice, the student is eligible for a refund for that specific lesson.

Cancellation by the Student:

Students can cancel a lesson with a **minimum of 24 hours notice** without incurring tuition fees. Lessons not attended without the required notice will be charged at the **FULL RATE**.

Late or absent students:

If the student is not in the meeting at the start of the lesson, I will send an email reminder and a whatsapp to the student and/or parent.

After 15 minutes, if the student has still not arrived, I will leave the meeting and **FULL PAYMENT** will be taken for the lesson.

Payment and Invoicing:

Invoices will be sent ahead of lessons. Kindly ensure prompt payment to maintain the continuity of lessons.

Ad Hoc and School Holiday Lessons:

Where feasible, I will accommodate ad hoc lessons and lessons during school holidays, taking into account availability and cancellations.

Behaviour/Expectations:

Parents are responsible for ensuring their children behave appropriately towards the tutor. I retain the right to cancel bookings for students who display unacceptable behaviour or use inappropriate language, whether by the student or parent.

Students are expected to:

- Log in promptly for online lessons.
- Attend lessons from an open room or within earshot of a parent for safeguarding purposes.
- Dress appropriately as if attending in-person sessions (no pyjamas, swimwear, etc.).
- Minimise distractions by muting phones and refraining from using social media.

Limitation of Liability:

While I am dedicated to delivering excellent service, I cannot guarantee academic success. While I will exert every effort to enhance grades and skill sets, such results are not guaranteed.

Thank you for entrusting me with your child's educational journey. These terms are intended to create a safe and conducive learning environment for everyone involved. Should you have any queries or require further clarification, please feel free to reach out.

