



Terms and Conditions for online tutoring services provided by Charles Education

Updated January 2025

1. Booking and payment:

1.1. 1 to 1 Lessons:

1.1.1. 1 to 1 lessons are scheduled on a recurring basis at the same time and day each week, or as otherwise agreed.

1.1.2. Invoices for 1 to 1 lessons will be sent in advance of the upcoming month, covering all sessions scheduled within that month. Payment for 1 to 1 lessons is due before the first lesson of each month. Failure to pay the invoice on time may result in the suspension or cancellation of lessons.

1.2. Group sessions:

1.2.1. Group sessions are booked in blocks, typically consisting of 6 sessions.

1.2.2. Full payment for the entire block is required at the time of booking to secure your place in the group.

1.2.3. Payments for group sessions must be made in advance through the specified online payment methods provided by me.

2. Non-refundable fees:

2.1. Due to the nature of online group tuition, all fees for group lessons are non-refundable.

2.2. Once payment is made and the booking is confirmed, no refunds will be issued.

3. Disclosure and barring service:

3.1. I am thoroughly DBS checked and registered on the live update service.

3.2. Documentation of this check is available upon request for parents, carers, or guardians who wish to review it.

4. Lesson booking and cancellation:

4.1. Lessons are agreed upon and then scheduled by me for the same time and day each week.

4.2. If you would like to reschedule for any reason, please contact me via email or WhatsApp. I aim to accommodate changes whenever possible.

5. Cancellation by the tutor:

5.1. I may cancel lessons with a minimum of 24 hours' notice, after which I will reschedule the lesson.

5.2. If I cancel with less than 24 hours' notice, the student is eligible for a refund for that specific lesson.

6. Cancellation by the parent or student (1:1):

6.1. Students can cancel a 1-to-1 lesson with a minimum of 24 hours' notice without incurring tuition fees.

6.2. Each student is entitled to **one cancellation per term** for 1-to-1 lessons without charge, provided the required notice is given. Any additional cancellations, even with notice, will be charged at the full lesson rate.

6.3. Lessons not attended without the required notice will be charged at the FULL RATE.

Cancellation by the parent or student (group sessions):

6.4. Group lessons are non-cancellable and non-refundable. If a student is unable to attend a group session, please inform me in advance.

6.5. The student is expected to complete any missed work using the Google Slides and resources provided for that session.

6.6. Lessons will NOT be recorded for safeguarding reasons.

7. No academic misconduct/cheating:

7.1. Asking tutors to complete work for you is against these terms and conditions, as is asking for help with assessed exams, online tests, or anything else unethical.

7.2. Support with coursework is limited to guidance only. I will not write any part of the coursework for you.

7.3. All work must be your own, and I can only offer verbal advice, in line with the exam board guidelines.

8. Late or absent students:

8.1. If the student is not in the meeting at the start of the lesson, an email reminder and a WhatsApp message will be sent to the student and/or parent.

8.2. After 15 minutes, if the student has still not arrived, I will leave the meeting, and full payment will be taken for the lesson. No make-up session will be provided.

9. Payment and invoicing:

9.1. Invoices will be sent ahead of lessons. To ensure the continuity of lessons, prompt payment is required.

9.2. Failure to pay invoices on time may result in the suspension or cancellation of future lessons.

10. Ad hoc and school holiday lessons:

10.1. Where feasible, I will accommodate ad hoc lessons and lessons during school holidays, depending on availability and cancellations.

10.2. These lessons are subject to the same payment terms and conditions as regular group lessons.

11. Behaviour and expectations:

11.1. Parents are responsible for ensuring that their children behave appropriately towards me.

11.2. I reserve the right to cancel bookings for students who display unacceptable behaviour or use inappropriate language, whether by the student or parent, without a refund.

12. Student expectations:

12.1. Students are expected to log in promptly for online lessons.

12.2. Students should attend lessons from an open room or within earshot of a parent for safeguarding purposes.

12.3. Students must dress appropriately as if attending in-person sessions (e.g., no pyjamas, swimwear, etc.).

12.4. Students should minimise distractions by muting phones and refraining from using social media during lessons.

13. Privacy and security:

13.1. Students must not share the login details or online classroom links with others. These are intended for the enrolled student only.

13.2. Recording of online sessions is prohibited unless expressly authorised by me and all participants in the session.

14. Limitation of liability:

14.1. While I am dedicated to delivering excellent service, academic success cannot be guaranteed.

14.2. I will make every effort to enhance grades and skill sets, but specific results are not assured.

15. Amendments to terms:

15.1. I reserve the right to amend these terms and conditions at any time. Any changes will be communicated to students in advance.

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.