

Top Tutors Ltd

Terms & Conditions



1. **Payment** – All sessions must be paid for in advance at the beginning of each month. An invoice will be sent to you confirming the times and dates of tutoring sessions agreed upon for each month. We reserve the right to charge interest if you do not make the payment to us by the due date.
2. **Cancellation policy** – Unfortunately, we cannot offer refunds in the case of a student being unable to attend sessions agreed upon. If the tutor must cancel a lesson, then we will try to find an alternative time or date to suit both parties and if not possible, then we will credit that lesson forward to the next half term booking or issue a refund if that is not an option.
3. **Safeguarding** – All our tutors are DBS-checked and fully referenced. However, we do ask that the parent or a responsible adult is in the home or vicinity of the session when it is taking place (although please do ensure your child and tutor have a quiet area to work in, away from the rest of the family so they are not disturbed during sessions). See safeguarding policy.
4. **Tutoring sessions** – Sessions will take place in your home or online. Please make sure your child has the relevant resources and/or equipment available and is ready to start their lesson before the tutor arrives. Homework can be provided if agreed upon. A mutually respectful relationship is expected between the child and tutor and misbehaviour, including the use of swear words, racist or discriminatory language is not allowed. If you have any questions or concerns about your tutor, please do not hesitate to contact us.
5. **Privacy and data protection** – We are GDPR legislation compliant and are registered with the Information Commissioner's Office. All family and student information is kept confidential and tutors follow the GDPR policy and data management practices.
6. **Policies** – All company policies including Complaints, Health and Safety, Privacy and Safeguarding can be found on our website <https://thetoptutors.com/policies-and-procedures/>
7. **Governing law** - These terms and conditions are governed by and construed in accordance with English law. If any dispute (whether contractual or non-contractual) arises out of, or in connection with, these terms and conditions, both you and The Top Tutors Ltd submit to the exclusive jurisdiction of the English courts.

By attending your first tutoring session, you are accepting these terms and conditions.

Our partnership – We hope that this will be an enjoyable and long-term partnership between The Top Tutors Ltd, the tutor and you as a family. We are here to support you with all your child's educational needs, including advice on their school experience, SEND, EHCPs and referrals for further assessments if required. As well as Oxbridge admissions queries. We are really looking forward to working with you! Changes to T&Cs - We may make changes to these terms and conditions from time to time without your consent:

- to make changes which benefit you or do not disadvantage you;
- to make changes to the services we offer or provide to you, to introduce new services or to withdraw services we no longer offer;
- to reflect changes in law, regulation, industry guidance or a decision of a court or by a regulator or ombudsman.

For any other changes, we will provide you with an updated version of these terms and conditions. If you do not accept these changes, you can contact us to end our relationship before the changes take effect, and to receive a refund for any tutoring sessions you have paid for, but which your child has not yet received. If you are happy to accept the changes, your child attending their first session after you have received the updated version of these terms and conditions will indicate that you accept and agree to the updated version.