

HELEN HART TUTORING TERMS AND CONDITIONS

BOOKINGS AND PAYMENT

1. In school term time, lessons are booked on the understanding that a student attends lessons weekly at the same day and time.
2. During school holidays, lessons are either booked on an ad-hoc basis or agreed when the lesson block is set up.
3. The lesson fee is agreed at the time of booking and is reviewed annually. Payment can either be weekly or in a block of 4 lessons (monthly payment).
4. The lesson fee needs to be paid at least 24 hours before the lesson time for weekly payments or 24 hours before the first lesson for monthly payments.
5. Lessons are usually paid for by bank transfer, but paypal is also a possibility.
6. Late payment may result in an additional fee or the next lesson being cancelled by the tutor.
7. Links for the online tutoring room are usually sent to students and parents 24 hours before the lesson.

CANCELLATIONS

1. Cancelling one lesson (per term) is OK provided that sufficient notice (at least 24 hours) is given AND confirmation is received that the client intends to continue tuition in the same time-slot (or alternative time-slot, see point 5).
2. Cancellations with less than 24 hours' notice will be chargeable, apart from exceptional circumstances and at the tutor's discretion.
3. If a client cancels more than one consecutive lesson per term in school term-time, and doesn't provide a date for lessons to restart, the tutor reserves the right to offer "their" time slot to another student after 2 weeks unless exceptional circumstances apply.
4. Should the tutor wish to cancel a lesson or is unavailable on a particular date, then she will give as much notice as possible (in line with the above guidelines).
5. If a student wishes to finish tuition or would like to change their day/time, then please give the tutor at least 2 weeks' notice where possible.

LATENESS

1. Please log into the online tutoring site on or before the lesson time. If the tutor has not started the session, please stay in the waiting room and stay logged in until the tutor starts the meeting.
2. Please arrive promptly for the session and let the tutor know if you are likely to be late by email or text.
3. The tutor will start the meeting on time and contact the parent and/or the student if the student has not arrived 5 mins after the lesson start time.
4. The tutor cannot usually add time on to the lesson to make up for lateness. However it may be possible in some circumstances to reschedule the lesson.

ON-LINE ISSUES

1. It is up to the parents to make sure that students have access to a suitable internet connection and computer equipment. Please make sure that software is kept up to date.
2. Although it is likely to be rare, if there is a drop out meaning that the tutor is bounced out of the meeting room, please stay in the meeting room until the tutor reconnects or you receive other instructions via email or text.
3. Similarly, if the student is bounced out of the meeting, please reconnect as soon as possible. Please let the tutor know if reconnection isn't working.

Note I have only had one lesson in the last 4 years that has had to be abandoned due to very poor internet.

ADDITIONAL NEEDS

The tutor has extensive experience of supporting students with additional needs including dyslexia, dyspraxia, physical needs, English as a second language and mental health needs such as anxiety. However it is very important that the tutor is informed in advance of any diagnosed or suspected needs, so that appropriate learning activities and support are provided. Support with Access arrangements for exams such as extra-time, lap-top use etc, can also be provided. The tutor cannot guarantee that lessons will suit students needs without this information being provided before lessons are started.

EQUIPMENT

Students are expected to provide their own equipment for lessons. This includes pen and paper, calculator and for Chemistry a Periodic Table.

HOMEWORK

This is optional. Any homework set will be reviewed and marked at the start of the next lesson.

AFTER THE LESSON

Copies of the work done during the lessons will be emailed after the lesson. This will usually happen the following morning. Please note that live lessons are not recorded.

DISCLAIMER

As a tutor, I cannot guarantee that a student will achieve a particular exam grade. However, I do make sure that all the necessary material is covered to help students meet their goals.