



Tuition Policy

These terms and conditions are valid for all tuition from September 2023. I reserve the right to make changes to these terms and conditions from time to time and parents will be notified of these before paying tuition fees.

Included in your tuition fees:

- Planning and preparation time.
- Customized tuition sessions tailored to the student's needs, covering syllabus content and exam techniques.
- Homework assignments (as requested) to reinforce learning (including practice exam papers where applicable).
- Termly assessments.
- All necessary learning materials.

Booking and payment

- Tuition rates are agreed upon at the beginning of each academic year.
- Minimum student numbers are required for group and paired tuition rates.
- Payment for regular tuition is due 7 calendar days before the last paid lesson via Stripe or GoCardless.
- All ad hoc/holiday tuition must be paid in full within 24 hours of booking.
- By booking a regular term-time session, you commit to attending and paying for all available sessions on your chosen day/time, except for pre-booked absences.

Term dates

- Our term dates may not coincide with individual school term dates unless otherwise notified.

Cancellations:

The following cancellation policy is applicable to iGCSE/GCSE Science, IB/A level Biology and IB/A level Chemistry. Please be aware that our current cancellation policy states no refund or recording of sessions during term-time. This policy aims to prevent students from requesting recordings and selling them. However, we acknowledge that there are circumstances, such as interviews, when lessons cannot be attended. We would require proof of this when requesting a recording of sessions. Lessons you cannot attend must be cancelled on TutorBird.

Cancellations after payment 1:1, 1:2, 1:3 and Group sessions

- Sessions cancelled/missed for whatever reason are **non-refundable during term-time** and will not be replaced. Notes and question packs will be provided for missed sessions.
- Sessions cancelled/missed (for any reason) during school holidays without at least 48 hrs' notice are non-refundable.
- Sessions cancelled by me will be rescheduled or refunded in full if I cannot reschedule.
- **Four weeks' notice** must be given for cancelling tuition completely.
- Tuition might be ceased if too many cancellations are received (three per term).

Reservations

- Places for each academic year can be reserved with a non-refundable deposit equivalent to the cost of one session, which will be deducted from the first term's invoice when regular tuition commences/recommences.

Timekeeping and parental involvement

- I am available for questions between sessions via email and aim to respond within 72 hours on weekdays.
- To discuss your child's learning, please email me at info@mavensciencetutoring.com.
- Session times are as specified in your invoice.

- While I do not take personal responsibility for individual exam results, I will provide professional advice and opinions on likely outcomes.
- Parents must oversee any tests conducted at home, ensuring they are completed under exam conditions.
- Abusive, harassing, or offensive conduct will not be tolerated and may result in immediate termination of tuition.

Online Lesson Expectations

- Parents are responsible for ensuring their child has the necessary equipment, including a working microphone and camera for online sessions.
- Students who consistently turn off or do not have their camera and microphone on may be asked to leave the session, which will be non-refundable.
- Parents should ensure a stable internet connection.

TutorBird

- All session cancellations and ad hoc session bookings must be made via TutorBird.
- Parents are expected to regularly check their child's feedback and progress on TutorBird (and Edvoice).
- Invoicing and reports will be sent through TutorBird.
- Students must also monitor their tuition email (@mavensciencetutoring.com) and TutorBird account.

Communication

To streamline our communication system, we will be implementing the following methods:

- **Emails:** Our primary mode of communication with parents and students will be via email ONLY. We kindly request that you refrain from using Edvoice or WhatsApp. However, Bal may contact students through Microsoft Teams.
- **Edvoice:** We will use Edvoice to communicate important information such as attendance, test results, or emergencies. It's our expectation that parents and students will regularly check their Edvoice. However, please note that parents must not use Edvoice to initiate communication.
- **Tutorbird:** This platform will provide you with access to invoices, calendars, and details pertaining to you and your child. We may upload homework or test information on TutorBird for you and your child to track or monitor.
- **Microsoft Teams:** All online lessons will be conducted through Microsoft Teams. Each student should have received their own login details from us. Test dates will be added to the Teams calendar as reminders to students. Therefore, we will not be sending additional reminders, as it will be the student's responsibility to check the calendar.

Please be advised that we will not be utilising WhatsApp as a communication channel for current parents and students. Kindly refrain from contacting us via WhatsApp. This decision has been made to streamline our communication process and prioritise email as the sole means of correspondence with students and parents.

WhatsApp will continue to be utilized for **new students or new parents** who are inquiring about tuition.

Contact Details:

Work telephone number: 07999013836

Email: info@mavensciencetutoring.com