

Maven Science Tutoring – Tuition Policy

Valid from September 2024

I reserve the right to make changes to these terms and conditions from time to time.

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

This cancellation policy applies to iGCSE/GCSE Science, IB/A Level Biology, and IB/A Level Chemistry.

- Sessions cancelled/missed for any reason during term-time are non-refundable and will not be replaced. Notes and question packs will be provided.
- Sessions cancelled/missed during school holidays without at least 48 hours' notice are non-refundable.
- Sessions cancelled by me will be rescheduled or refunded in full if rescheduling is not possible.
- Four weeks' notice must be given for cancelling tuition completely. However, this notice period is only valid if it is given within the first four weeks of starting tuition. After this point, tuition is considered a full academic year commitment.
- There are no cancellations permitted for students in Year 11 or Year 13. Seats in these year groups are confirmed the academic year prior.
- If a parent or guardian cancels tuition after the four-week notice window or after enrolment in Year 11 or Year 13, they will be liable to pay the full equivalent of 30 weeks of tuition to all tutors who were booked.
- Failure to make this payment will result in legal action to recover the outstanding fees.
- 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.

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: 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**.
- 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 for their child.

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 communication, the following methods will be used:

- **Email:** Our primary mode of communication with parents and students. Please do not use WhatsApp or Edvoice to initiate communication.
- **Edvoice:** Used to send information such as attendance, test results, or emergencies. Parents must not use Edvoice to initiate communication.
- **TutorBird:** Access invoices, calendars, homework, and reports.
- **Microsoft Teams:** All online lessons will be conducted through Microsoft Teams. Students will receive login details. Test dates will be added to the Teams calendar—**no additional reminders will be sent**.

⚠️ WhatsApp will not be used for ongoing tuition communication. It may be used only by new students/parents making initial enquiries.

Contact Details

- Work phone: **07999 013 836**
- Email: info@mavensciencetutoring.com