



Maven Tutoring Policy (Contract)

By enrolling, parents/guardians and students agree to abide by all terms in this policy. This agreement is legally binding under UK law and internationally where permitted. I reserve the right to change these terms and conditions from time to time.

1. Included in Your Tuition Fees

- Planning and preparation time.
- Customised 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.

2. Booking and Payment

- Tuition rates are confirmed at the beginning of each academic year
- Maven Tutoring reserves the right to change tuition rates and the method of calculating payments at any time. All changes will be communicated in writing and will apply to sessions from the date of notification onwards.
- Minimum student numbers apply for group and paired tuition; if numbers fall below the minimum threshold, fees may be adjusted accordingly.
- **The only accepted payment method is BACS Direct Debit.**
 - We do **not** accept bank transfers, cash, PayPal, cheques, credit/debit cards, or any alternative payment methods.
- Payment for regular tuition is due **7 calendar days before the final paid lesson** of the current payment cycle. This ensures continuity of tuition and secures the student's place.
- All ad hoc, additional, or holiday tuition must be paid **in full within 24 hours of booking.**
- By booking a regular term-time session, parents and students agree to attend and pay for **all scheduled sessions** on their chosen day and time, excluding any absences that have been authorised and pre-approved according to the policy.

3. Payment Recovery and Failed Payments (See Appendix 1)

- Any failed, blocked, or returned BACS Direct Debit payment will incur an **administration fee of £50–£100 per failed transaction**, reflecting the additional processing time and administrative work required to recover the outstanding balance.
- Repeated failed payments may result in the suspension of tuition until all outstanding fees, including administrative charges, are fully paid.
- All unpaid fees will be pursued in accordance with UK law or your Country of Residence. This may include referral to a debt recovery agency, third party e.g. employers, legal action, and the addition of further recovery costs as permitted by law.
- Failure to settle overdue balances may affect the payer's **credit history, regardless of the country of residence.**

4. Term Dates

- Our term dates may not coincide with individual school term dates unless otherwise notified.
- Tuition will generally continue **according to the scheduled dates in our calendar**, even when schools are closed for holidays, inset days, strike days, or other closures.
- Any changes to the tuition schedule due to exceptional circumstances will be communicated to parents and students in advance.
- Parents and students are expected to attend **all scheduled sessions**, whether or not schools are open, as tuition operates independently to ensure consistency and academic progress.
- **Sports, extracurricular activities, travel, and personal commitments do not override tuition obligations.** All such activities must be arranged around the student's tuition schedule. Fees remain fully payable for all scheduled sessions, even where personal commitments clash with class times.

5. Cancellations of Each Session

This policy applies to all lessons offered by Maven Tutoring.

- **Student-Initiated Cancellations:**
 - Sessions cancelled or missed for any reason during term-time are **non-refundable** and will **not** be replaced. Notes and question packs will be provided.
 - Sessions cancelled or missed during school holidays without at least **48 hours' notice** are also **non-refundable**.
 - Tuition is scheduled and planned in advance, and tutors allocate time exclusively for each student or group. As such, missed lessons cannot generally be recovered, and fees remain payable.
- **Tutor-Initiated Cancellations:**
 - Sessions cancelled by the tutor due to illness, emergencies, or unavoidable circumstances will be **rescheduled**.
 - If rescheduling is not possible, the session will be **refunded in full**.
 - Tutors aim to minimise disruption while ensuring students receive their full tuition entitlement.

Rationale:

The difference in treatment between tutor- and student-initiated cancellations exists because tutor time is professionally committed and cannot easily be reassigned, whereas student absences prevent the tutor from delivering the allocated session. This ensures fairness, consistency, and maintains the quality of tuition for all students.

6. Live Attendance and Lesson Recording Policy

Maven Tutoring expects students to attend **live lessons** whenever possible. Live attendance is essential for real-time questions, immediate feedback, active participation, peer interaction, and steady academic progress. Recordings cannot replicate the quality or effectiveness of live learning.

Access to Lesson Recordings

- **Recordings are not provided on request** and are **not an alternative** to attending lessons.
- A recording will only be shared in **exceptional circumstances**, such as:
 - a pre-agreed holiday session, or
 - a genuine, unavoidable, and **evidenced** absence (e.g., medical appointment, documented illness, verified emergency).
- Acceptable evidence includes medical notes, appointment letters, official school commitments, or emergency documentation. All evidence is assessed at the tutor's discretion.

Availability of Recordings

- Tutors are **not obligated** to record lessons.
- If no recording exists, **no refund or replacement session** will be offered.
- Recordings will **not** be provided for absences due to sports, clubs, social events, travel, personal commitments, or forgetting the session. These remain fully chargeable.

Restrictions on Use

- All recordings are the **intellectual property** of Maven Science Tutoring and may not be downloaded, shared, distributed, or stored externally.
- Any recording provided is for **private viewing only**.

7. Cancellations of Tuition Completely

- **Four weeks' notice** must be given for cancelling tuition completely. This notice period is only valid if given within the first four weeks of starting tuition. After this point, tuition is considered a full academic year commitment.
- **No cancellations** are permitted for students in **Year 11 or Year 13**. Seats in these year groups are confirmed in 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 may be ceased if **three cancellations** are received per term.

8. Private Group Tuition

Private group tuition is organised for a specific group of students and scheduled according to the collective needs and availability of the group. Due to the structure and commitment required:

- **No mid-year cancellations:** Once enrolled in a private group, tuition cannot be cancelled or terminated before the end of the academic year. This ensures continuity of learning for all students and secures the tutors' allocated time.
- **Commitment:** Parents and students are required to commit to the full academic year. Attendance and payment obligations remain in effect for all scheduled sessions.
- **Cancellation at re-enrolment only:** Participation in a private group can be cancelled only at the point of re-enrolment for the next academic year. This allows for proper planning of group composition, scheduling, and tutor allocation.

Failure to adhere to these conditions may result in legal or financial obligations to cover the full tuition for the term or academic year, in line with the terms agreed upon at enrolment.

All other terms and conditions outlined in this Tuition Policy, including payment, cancellations, online lesson expectations, and behaviour requirements, apply equally to private group tuition.

9. Reservations

- Places for each academic year can be reserved with a **non-refundable deposit** equivalent to the cost of two sessions, which will be deducted from the first term's invoice.

10. 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.
- 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**.

11. Online Lesson Expectations

Private and online lessons are designed to **mimic face-to-face tuition** as closely as possible. To ensure an effective learning environment, the following expectations apply:

Equipment and Connectivity:

- Parents are responsible for ensuring their child has the necessary equipment, including a working **microphone and camera**.
- Parents should ensure a **stable internet connection** for their child.

Engagement and Conduct:

- Students must be **fully engaged** in lessons, follow the tutor's instructions, and actively participate throughout the session.
- Students are expected to complete any **homework or tests** assigned to be done at home.
- Students **must remain seated** in a quiet area free from distractions such as background noise, television, or interruptions from family members.

Cameras and Microphones:

- Students who consistently **turn off or do not use their camera and microphone** may be asked to leave the session. This session will be **non-refundable**.

Food and Drink:

- Students are **not permitted to eat in class** unless expressly agreed with the tutor in advance.

These measures ensure that online tuition maintains the **same standards, focus, and professionalism** as in-person lessons, providing all students with an environment conducive to learning.

12. 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.

13. 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 or parents making initial enquiries.

14. Recording of Lessons, Screen Recording, and Screenshots

- **Students and parents are strictly prohibited** from recording lessons in any form, including audio, video, screen recording, screenshots, or the use of external devices.
- All lesson content is the **intellectual property** of Maven Science Tutoring. Any unauthorised recording, copying, or distribution is a copyright infringement and may result in legal action.
- Unauthorised recording also breaches **privacy and safeguarding standards**, as it may expose other students' identities or personal information. Any attempt to record or share lesson content is treated as a serious safeguarding violation.

15. Tutor-Initiated Recordings

Maven Tutoring may record sessions when necessary, including for:

- safeguarding and child protection,
- staff training and quality assurance,
- monitoring incidents or behaviour concerns,
- evidence for policy breaches,
- holiday lessons or circumstances where recording benefits student learning.

All recordings are stored securely and are not shared unless legally or professionally required.

Consequences of Breach

Any unauthorised recording or sharing may result in:

- immediate removal from the session,
- suspension or permanent termination of tuition without refund,
- legal action to protect intellectual property,
- recovery of damages and associated legal costs.

Exceptions

No exceptions apply unless **explicit written consent** is granted in advance by Maven Tutoring for a specific approved purpose.

16. Student Behaviour

- Students must show respect for the tutor, other students, and resources.
- Repeated disruptive behaviour may lead to suspension or termination of tuition.

17. Data Protection and Privacy

- Student data is stored securely and used only for tutoring purposes.
- By enrolling, parents/students consent to this usage.

18. Liability and Insurance

- Maven Tutoring is not responsible for accidents, loss, or damage to personal property during lessons.
- Tuition does not guarantee academic outcomes.
- While I do not take personal responsibility for individual exam results, I will provide professional advice and opinions on likely outcomes.

19. Force Majeure

- Tuition may be rescheduled in cases beyond our control (e.g., natural disasters, illness, pandemics).
- Fees remain non-refundable, but sessions will be rescheduled when possible.

20. Intellectual Property

- All course materials, handouts, and recordings are the property of Maven Science Tutoring and may not be reproduced or shared.

21. Complaints Procedure

- Concerns should be raised via email to info@mavensciencetutoring.com
- Response expected within 7 working days; escalation options provided if unresolved.

22. Termination

- Maven Tutoring reserves the right to terminate tuition for:
 - Repeated misconduct,
 - Non-payment,
 - Breach of policy.
- Notice will be provided in writing where practicable.

23. Governing Law & Dispute Resolution

- This agreement is governed by **UK law**.
- Exclusive jurisdiction: **courts of England and Wales**.
- International students agree that UK recovery procedures may be pursued if necessary.

24.Contact Details

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

25.Digital Agreement

- Electronic acceptance via TutorBird is **legally binding**.
- No verbal agreement or email override applies.

Acknowledgement and Agreement

By signing below, the parent/guardian and student acknowledge that they have read, understood, and agree to abide by the terms and conditions set out in this Tuition Policy, including all sections relating to regular tuition and private group tuition.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Student Name: _____

Signature: _____

Date: _____

Digital Agreement via TutorBird:

This Tuition Policy may also be acknowledged and signed electronically through the **TutorBird application**, which is considered legally valid and binding. By completing the electronic acceptance on TutorBird, parents/guardians and students agree to all terms outlined in this document.



APPENDIX 1: Payment Recovery Procedure

This Payment Recovery Procedure sets out the actions taken when an invoice or automatic payment fails. It is designed to ensure prompt payment, maintain fairness, and comply with all applicable debt collection laws. Non-compliance will result in firm enforcement of recovery actions.

1. Immediate Payment Update Requirement

If a payment is declined, the client must update their payment method on TutorBird **immediately**.

The **only accepted payment method** is **BACS direct debit**. No other payment methods will be accepted.

A video guide for updating your payment method can be found here: [How to Update Payment on TutorBird](#).

An **administration fee of £50 to £100** will be applied for every failed payment. This fee is non-negotiable and added automatically to the outstanding balance.

2. Payment Deadline and Suspension of Services

Clients have **48 hours** from the initial notification to update their payment details and settle the outstanding balance, including any administration fees.

If payment is not received within this period:

- All tutoring services will be **immediately suspended**.
- Missed sessions remain fully billable.

There will be **no exceptions** to this policy.

3. Final Written Demand

If the account remains unpaid after suspension, a formal written demand will be issued. This demand will:

- Reiterate the total outstanding balance, including administration fees.
- Set a **final payment deadline**.

Failure to comply will result in escalation to external recovery measures.

4. Referral to Debt Recovery Agency

Accounts that remain unpaid after the final deadline will be **referred to an authorised debt recovery agency**.

The client will be responsible for all reasonable collection costs in addition to the outstanding balance and administration fees, as permitted by law.

Please note: Non-payment may adversely affect your **credit history**, regardless of your country of residence.

5. Permitted Contact with Third Parties

In accordance with debt collection legislation, authorised recovery agencies **may contact third parties**, such as employers or organisations, **only where legally permitted** and solely for the purpose of confirming information required to recover the debt.

No third party will be contacted for disclosure of the debt itself unless legally required.

6. Legal Action

If recovery through standard procedures fails, legal action will be initiated without further notice. This may include filing a claim in the appropriate court or tribunal. Any legal fees or court costs incurred will be added to the outstanding balance.

7. Record Keeping

All communications, invoices, reminders, and collection activities will be documented and stored securely in accordance with privacy and data protection laws.

8. Compliance

All recovery actions will comply with applicable laws and professional standards. Aggressive, misleading, or unlawful practices will **not** be used.

Clients are strongly advised to treat this procedure as binding and act immediately to avoid additional fees, suspension, legal action, or negative impact on their credit history