

Expert Tutoring – Terms and Conditions – September 2025 to August 2026

These Terms and Conditions ("Terms") set out how Expert Tutoring ("Tutor", "we", "our") provides private tutoring services in GCSE and A Level Mathematics and Physics to the Client ("Student", "Parent/Guardian", "you"). By booking a session, you are agreeing to these terms. These terms have been kept clear and straightforward - please do ask if anything needs clarifying.

1. Services Provided

Expert Tutoring provides one-to-one or small group in-person tutoring sessions in Nailsea and surrounding areas. Lessons are designed to support the curriculum and develop subject understanding, exam technique, and confidence. While specific grades cannot be guaranteed, the aim is to help every student reach their potential.

2. Bookings and Scheduling

Lessons must be booked in advance by agreement with the Tutor. Regular lesson times can be reserved on a weekly basis subject to availability. Ad-hoc bookings are accepted subject to availability.

3. Fees and Payment

Standard tuition fees are £50 per hour for individual tuition and £80 per hour for group lessons (2-4 students). Payment must be made by bank transfer to the account details provided.

Invoices are issued half-termly in advance, covering all lessons scheduled for that half-term period. Payment is due within 7 days of the invoice date. Lessons not paid for in advance may be cancelled at our discretion without further notice.

4. Cancellations and Rescheduling

4.1 Student Cancellations

No refunds are given for missed or cancelled lessons regardless of reason or notice given. Once an invoice has been paid, no refunds will be given for any lessons covered by that invoice. Rescheduling of lessons is not available.

4.2 Tutor Cancellations

If the Tutor must cancel a lesson, a replacement session will be offered at a mutually convenient time within four weeks of the original lesson date. If a replacement session cannot be scheduled within this period, a pro-rata refund will be provided for that lesson only. The Tutor will endeavour to give as much notice as possible of any cancellation.

4.3 Force Majeure

The Tutor shall not be liable for failure to provide lessons due to circumstances beyond reasonable control, including but not limited to: serious illness, family emergency, severe weather, transport strikes, public health restrictions, or other acts of God. In such cases, a replacement lesson will be offered where possible, but no refund will be given if the student declines the replacement.

6. Student Responsibilities

Students are expected to:

- Attend lessons on time and prepared with necessary materials
- Complete any agreed homework or practice tasks between sessions
- Engage positively and respectfully during sessions
- Notify the Tutor of any learning needs or difficulties that may affect their learning

Parents/Guardians remain responsible for student behaviour, wellbeing, and supervision outside of the lesson time. While it is understood that life gets busy, students are expected to make a reasonable effort with homework and engage positively during sessions. Consistent failure to complete homework or engage with lessons may result in slower progress or termination of tuition at the Tutor's discretion.

7. Safeguarding and Child Protection

The Tutor holds a valid enhanced DBS certificate (available for inspection on request). Expert Tutoring is committed to safeguarding and promoting the welfare of children in accordance with UK safeguarding guidance.

7.1 Safeguarding Requirements

For students under 18 years of age:

- A responsible adult (parent, guardian, or designated adult over 18) must be present on the premises at all times during the lesson
- The door to the tutoring room must remain open throughout the session
- An initial meeting with the parent/guardian is required before tutoring commences
- Lessons should take place in a communal area of the home where practical (e.g., dining room, kitchen, living room)
- Two emergency contact numbers for parent/guardian must be provided
- The Tutor will not transport students in their vehicle under any circumstances

- Any safeguarding concerns will be reported to the appropriate authorities in accordance with legal obligations

The Tutor reserves the right to refuse to conduct a lesson if safeguarding requirements are not met.

7.2 Professional Communication

To maintain clear and professional communication:

- During lessons, the Tutor will work directly with the student on their studies, with the responsible adult present on the premises
- The Tutor does not use phone, text, email, or social media (including WhatsApp, Instagram, Snapchat, Facebook, etc.) to communicate with students outside of lesson times - this helps keep boundaries clear and professional for everyone
- The Tutor will not add students on personal social media accounts or accept friend/follow requests from students

This approach ensures transparency and helps maintain focus on providing the best possible teaching.

8. In-Person Lessons and Learning Environment

Tutoring is delivered in person at a mutually agreed location. The Parent/Guardian is responsible for providing a safe, quiet, and suitable learning environment with:

- Adequate lighting and heating
- A table and chairs appropriate for study
- Minimal distractions and interruptions
- Safe access and egress

The Tutor reserves the right to refuse to deliver a lesson, or to end a lesson early without refund, if the environment is deemed unsafe, unsuitable, or if there are unreasonable distractions. In such cases, the full session fee remains payable.

9. Travel Policy

In-person tutoring is offered within Nailsea and surrounding areas. Travel within a 5 mile radius of Nailsea (BS48 postcode area) is included in the standard lesson fee at no extra cost.

For locations beyond 5 miles:

- Additional travel charges apply at 45p per mile (each way) calculated from the BS48 postcode area
- Travel time charges apply at £40 per hour for total journey time (outbound and return)
- These charges must be agreed in writing before the first lesson at that location
- Travel charges are payable half-termly in addition to tuition fees

10. Payment Terms and Late Payment

Payment is due within 7 days of the invoice date. If payment is more than 7 days late:

- Lessons will be paused immediately until the balance is cleared in full
- A late payment charge of £25 may be applied
- No replacement lessons will be offered for sessions missed due to non-payment

Repeated late payments (more than twice in a twelve-month period) may result in immediate termination of the tutoring arrangement with no refund of advance payments.

11. Behaviour and Respect

Students are expected to be respectful during lessons, just as the Tutor is respectful to them. If behaviour becomes disruptive or inappropriate, the Tutor may need to end the session early (though the session fee would still apply). In serious cases, the Tutor may need to stop tutoring altogether. Fortunately, this is very rare - most students are excellent to work with.

The same applies to parent/guardian behaviour - the Tutor is happy to work with families who treat them professionally and respectfully.

12. Data Protection and Privacy

We collect only the personal information necessary to provide tutoring services (names, contact details, address, age, school, and relevant academic information). All personal data is handled in compliance with UK GDPR, stored securely, and never shared with third parties without consent except where required by law. Data is retained for a maximum of 6 years after tutoring ends. You have the right to request access to, correction of, or deletion of your personal data.

13. Intellectual Property

All lesson materials, worksheets, notes, and resources provided by the Tutor remain the intellectual property of Expert Tutoring and are provided for the student's personal educational use only. Materials may not be reproduced, distributed, shared, or sold without prior written permission.

14. Liability

The Tutor is not liable for any loss, damage, or injury arising from the tutoring services unless caused by proven negligence on the part of the Tutor.

The Tutor is not responsible for:

- The student's academic performance or examination results
- Progress that does not meet expectations
- Any loss or damage to the student's personal property
- Any injury occurring outside of the lesson time or caused by unsafe premises provided by the Parent/Guardian

Parents/Guardians are responsible for ensuring their home insurance covers tutoring activities on their premises.

15. Termination

Either party may terminate the tutoring arrangement by giving one week's written notice (email is acceptable). Notice must be given before the start of a new half-term to avoid charges for the following half-term.

The Tutor reserves the right to terminate the arrangement immediately without notice in cases of:

- Non-payment or repeated late payment
- Inappropriate or abusive behaviour by student or parent/guardian
- Breach of these Terms
- Failure to meet safeguarding requirements
- Consistent failure to engage with lessons or complete agreed work
- Student attempting to contact the Tutor directly via social media or messaging outside of lessons

No refund of advance payments will be given in cases of immediate termination for breach of Terms.

16. Dispute Resolution

In the event of any dispute, both parties agree to first attempt resolution through good faith discussion before pursuing legal action.

17. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

Parent/Guardian and Tutor Agreement Summary

Here's a quick summary of the key points:

- Payment invoiced half-termly in advance by bank transfer
- Payment due within 7 days of invoice
- No refunds for missed or cancelled lessons
- Rescheduling not available
- Responsible adult must be on premises for under-18s
- Door remains open during lessons
- All communication outside lessons conducted with parent/guardian only
- No phone/social media contact between tutor and student
- Suitable learning environment must be provided
- Student engages positively and completes agreed tasks
- Tutor provides professional, subject-specialist support
- Either party may terminate with one week's notice
- Communication remains open and respectful

Contact Details

Email: chris@expert-tutoring.com

Area covered: Nailsea and surrounding areas (BS48)

DBS Certificate: Enhanced (available on request)

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By booking a lesson, you acknowledge that you have read and agree to these Terms and Conditions.