

School of Mathematic Excellence



TERMS AND CONDITIONS - 1:1

Using Zoom / Equipment ::

All lessons will be carried out via Zoom. This is the most effective way of making my students feel as if they are in a real classroom. You will need to download the Zoom app in advance and make a free account. You can download it here: <https://zoom.us/download> (DO NOT USE THE WEB VERSION OF ZOOM. PLEASE USE APP ONLY).

For every lesson, your child will need to join the Zoom meeting 5 minutes before their allotted time and wait to be let in by us. Zoom will ask you for details when joining the meeting, which will be provided via email once payment has been received.

All pupils require a dedicated pad, pen and **scientific** calculator for **every** session.

Payment ::

All sessions are invoiced half termly, and must be paid one month in advance. When joining S.O.M.E, places are only secure once payment is made. You have 1 day to make payment, otherwise the place will be released. Please make payment to the following.

School of Mathematic Excellence

Sort

60-01-16

Account

45376913

Late Payment

Any late payments beyond the deadlines stated in email communications will incur a 20% charge. Once a payment is 5 days overdue and no contact has been made, the place will be released.

Tutor contact

Tutors will upload detailed feedback to Tutorbird after each session has taken place, and this is how they communicate home about your child's progress. All other contact via email should be sent directly to Alice Lambe (S.o.M.E.) only, who will facilitate any other questions / comments. As Tutorbird is such a robust platform and feedback provided is incredibly clear, it is not within our tutor's contracts to also liaise with parents via email, so please only ever contact Alice if you require any information outside of that provided on Tutorbird. We will always ensure you have all the necessary information you need, and questions answered about your child.

Cancellation Policy ::

1-to-1 :: Individual session cancellations require 1 month's notice. If cancelled, the payment for that session will go towards the next half term block. One cancellation is allowed per term, and any further cancellations will be charged. This is due to all students and tutors having access to all 13 weeks holiday, as we run term time only. We will attempt to reschedule if we can, but please be aware our calendars are completely full and often this is not possible to do.

Full cancellations :: complete cancellations of 1:1 sessions requires a half term notice, and deadlines will be emailed each half term.

Lateness to lessons :: We appreciate things can happen from time to time, and we will contact you via email if a child has not arrived in the first 15 minutes. If we do not receive a response within the first 30 minutes of the session, we will log off. If contact is received after this time but within the scheduled hour, we will log back on. However, we do not tolerate persistent lateness as we have planned a full hour of work, meaning more than 2 lates in a half term could result in termination of the space.

Requested work :: Please give us 48 hours notice of any topics you would like us to cover. If work is sent late, we will cover it the following week. The further in advance you can let us know about tests & exams (with content lists), the better.

Our sessions run during term time only, and I will specify the dates of such on each invoice (this includes bank holidays). I am happy to send you my term dates if you would like these all in advance. Increasingly, schools across the country have varying dates for term times, so naturally our dates may not always fall during your child's local school term. If you wish to request extra lessons during half term, please let me know.

When we do take time off during term time (this is very rare), we will let you know in advance so we can either rearrange or skip a lesson.

Thank you so much for taking the time to read this. If you have any questions at all, please don't hesitate to contact me either via email or my Facebook page. My working days are Monday - Thursday, and I will always respond to any contact within 48 business hours.

Finally, thanks very much for joining, and I look forward to staying in touch with you regarding your child's progress.