TERMS AND CONDITIONS FOR INDIVIDUAL TUTORING

Student's name:

Agreed weekly session:

Your submission deadline for written work is:

This contract is valid until:

Definitions

The following definitions apply in this document:

'Weekly Sessions' means sessions that take place on the same agreed day and at the same agreed time each week during a half-term, with payment made upfront at the beginning of the half-term.

'One-Off Sessions' means individual sessions booked on an ad-hoc basis, with payment made separately for each session.

'Student' means the individual participating in the Sessions.

'Tutor' means Adèle, who provides the tuition and feedback described in these Terms and Conditions.

1. Tuition

1.1. All tuition is delivered online via Microsoft Teams.

1.1.1. A Teams meeting link will be sent by email once payment for the session has been received.

1.2. Sessions are 60 minutes in duration and take place at the agreed date and time. For Weekly Sessions, this will be the weekly day and time stated at the beginning of this document.

1.3. Sessions are focused on essay writing skills and may include: essay writing, essay planning, feedback on written work, coursework guidance and exam skills. Please contact the Tutor if there is anything specific the Student would like to focus on.

1.4. Sessions do not involve lecture-style teaching of set text content. Where possible, the Tutor is happy to support Students with quotations, context and critics. However, due to the breadth of the A Level curriculum, this may not be available for every text. If the Student has any questions about support for their specific set texts, please get in touch before booking.

1.5. Written work submitted for feedback will be returned with detailed annotations and personalised feedback designed to help Students improve their writing. Rather than assigning grades, feedback will focus on the specific changes that will have the greatest impact on future essays.

2. Payment

2.1 Individual tutoring sessions are charged at £50 per 60-minute session.

2.2 Weekly Sessions

2.2.1 For Students attending Weekly Sessions, a regular weekly time slot will be reserved for the duration of the half-term. Payment for the half-term is therefore due upfront at the beginning of each half-term.

2.2.2 The total amount payable for each half-term will be £50 multiplied by the number of scheduled sessions falling within that half-term.

2.2.3 If paying for the full half-term upfront would present a financial difficulty, please get in touch before payment is due. The Tutor is happy to discuss an alternative payment arrangement where possible.

2.2.4 Payments are made by bank transfer. Bank details will be provided separately.

2.3 One-Off Sessions

2.3.1 One-Off Sessions must be paid for by the agreed payment deadline. If payment is not received by this deadline, the session may be cancelled and the time slot made available to another Student.

2.3.2 Payments are made by bank transfer. Bank details will be provided separately.

2.4. The session fee covers an hour's preparation undertaken in advance, including the review and marking of submitted written work, as well as the 60-minute tuition session.

3. Submitting work

3.1. Sessions are typically structured around discussing a piece of work submitted by the Student in advance. This may include a full essay, one or more essay paragraphs, thesis statements, an essay plan, or other appropriate written work.

3.2. For a 60-minute session, submitted work should not exceed **2,000 words.**

3.3. Where work is submitted in advance, detailed written annotations and feedback will be provided before the session. This feedback will form the basis of the discussion during the session.

3.4 Work must be submitted by email by the submission deadline stated at the beginning of this document. Please note that reminders will not be sent, and **Students forgetting to submit their work on time is not grounds for a refund.**

3.5. Typed submissions are strongly preferred, as they allow for more detailed and precise annotations. Handwritten work is also accepted provided that it is clearly legible; however, feedback on handwritten work may be more general.

3.6. If the Student would like the session to focus on a specific skill or task rather than submitted written work (for example, essay planning, revision skills, or a particular assessment objective), please let the Tutor know by email before the submission deadline.

3.7. Written feedback on a written piece of work is provided only as part of a session specifically dedicated to giving feedback on that piece of work. The Tutor's written feedback forms part of the preparation for that session and is not a separate or additional service included with other types of sessions. Sessions focused on essay planning, revision skills, or sessions in which the Student and Tutor work to produce something together do not include this.

3.8. If no written work has been submitted and no alternative focus has been agreed by the submission deadline, an appropriate lesson will be planned based on the Student's needs. This will typically involve developing analysis skills through the study of an unseen poetry or prose extract.

4. Student cancellation and rescheduling

4.1. If the Student is unable to attend a session, please let the Tutor know as soon as possible.

4.2. Sessions cancelled with less than 24 hours' notice cannot be rescheduled or refunded.

4.3. Where at least 24 hours' notice is given, the Tutor will offer alternative session times where possible in order to reschedule the session. If no suitable alternative time can be agreed upon and the session fee has already been paid, the full session fee will be refunded by bank transfer to the account from which the payment was originally made.

> 4.3.1 Where a session is cancelled with more than 24 hours' notice but after the preparation for the session has already been completed (for example,

where the Student's essay has been marked and sent to them), your right to a refund changes. Only 50% of the session fee (£25) will be eligible for a refund because my preparation for a session is valued at 50% of the full session charge. In such circumstances, you can choose between rescheduling the session as normal, or being sent the preparation (for example written feedback on the Student's essay) and a 50% refund.

4.4. For Students attending Weekly Sessions, tuition is intended to take place at the agreed weekly day and time. Frequent requests to reschedule sessions may mean that the Tutor is unable to continue reserving the Student's weekly time slot. In such cases, the Tutor reserves the right to withdraw the regular booking or offer an alternative weekly time slot.

4.5. A session will be treated as a cancellation with less than 24 hours' notice (see clause 4.2.) if the Student does not attend and has not made contact before the scheduled start time.

5. Tutor cancellation and rescheduling

5.1. Wherever possible, the Tutor will provide at least one month's notice of any planned holidays or other periods of unavailability.

5.2. Sessions affected by planned holidays will be rescheduled where possible or refunded to the account from which the payment was originally made if a suitable alternative cannot be arranged.

5.3. If the Tutor needs to cancel a session due to illness or other unforeseen circumstances, an alternative session time will be offered. If rescheduling is not possible, the affected session will be refunded to the account from which the payment was originally made.

6. Ending weekly tuition

6.1. The Tutor reserves the right to end Weekly Sessions where they consider that continuing the tuition is no longer appropriate or suitable. Reasons for ending tuition may include repeated requests to reschedule, inappropriate behaviour, non-payment of fees, or circumstances in which the Tutor is no longer able to provide the type of tuition or support the Student requires. Wherever possible, the Tuor will provide at least 14 days' notice. Where payment has already been made for sessions falling after the end of the notice period, the cost of those sessions will be refunded by bank transfer to the account from which the payment was originally made.

7. Expectations for online sessions

7.1. In the case of lateness, sessions will still finish at the scheduled time and cannot be extended to compensate for late arrival.

7.2. Students are responsible for ensuring that they are able to access Microsoft Teams before their first session. This may require the Student to download the Microsoft Teams app; the free version is sufficient for sessions. If the Student cannot use Microsoft Teams, please contact the Tutor as soon as possible so that a suitable alternative can be arranged.

7.3. If technical difficulties on the Tutor's side prevent a session from taking place or significantly disrupt the session, the Tutor will make reasonable efforts to resolve the issue or arrange an alternative. Where a session cannot reasonably be completed due to technical difficulties, an alternative session or appropriate refund will be offered where appropriate.

7.4. The Tutor will not ordinarily be responsible for technical difficulties arising from a Student's device, internet connection, software, or other equipment used to access sessions.

Agreement

By booking a tutoring session, you confirm that you have read, understood and agreed to these Terms and Conditions.