



Tutoring Terms and Conditions

Welcome to TuitionSpace!

We are delighted you have chosen us to support your child's learning journey. Please read the following Terms and Conditions. It is assumed by booking and attending the sessions that you agree to the Terms and Conditions set out below:

GENERAL INFORMATION

- This agreement establishes the terms and conditions under which TuitionSpace ('we', 'us', 'our') provides you or your child ('you') with tutoring and educational services. This is an agreement between you and us. However, it may involve the communication and service delivery from many of our representatives.
- By purchasing our services, you accept these Terms and Conditions and that they represent a legally binding contract between you and us.
- You acknowledge that you have carefully read these Terms and Conditions and understand that they apply to any services you purchase from us.
- Throughout the engagement and subject to the circumstances between you and us, changes may be made to the tutor or tutors delivering the services to you and your child.

CANCELLATION

- Clients must provide a minimum of 48 hours' notice to cancel or reschedule a session.
- Where possible, we will offer an alternative time, subject to availability.
- Cancellations made with less than 48 hours' notice will be charged in full.
- In the event of illness or exceptional circumstances, we may, at our discretion, offer a rescheduled session.

This policy ensures fairness and allows time to reallocate appointments where necessary.

PAYMENT TERMS

All sessions must be paid for in advance or at the time of the session. Payments can be made via bank transfer or cash. Fees are non-refundable, except in cases where sessions are cancelled by TuitionSpace and a suitable alternative cannot be arranged. If payment is not received by the agreed due date, we reserve the right to suspend tuition until payment is made in full. Invoices and receipts will be provided upon request. Any queries regarding payment must be raised within 7 days of the invoice date.

HEALTH AND SAFETY

- A parent or guardian must ensure their child is brought safely to TuitionSpace.
- Please inform us of any allergies, medical conditions or additional needs your child may have.

ILLNESS

Should your child have, or develop, any known or suspected medical condition you must please consult your doctor before bringing them to the session. Please inform us of any symptoms. All information received is treated with the strictest confidence and sensitivity. We recommend that you never bring your child to class if they have any kind of contagious illness including: diarrhoea, chicken pox, impetigo, conjunctivitis, ear infections or a severe cold. Please wait until the doctor has given you the all-clear before returning to classes. In the instance of sickness and/or diarrhoea, your child must have been clear of all symptoms for at least 48 hours before attending a class.

VIDEO AND PHOTOGRAPHY

- We ask that all attendees respect the privacy and feelings of others. Filming or photography must stop immediately if requested.
- Materials provided by TuitionSpace must not be reproduced or distributed without prior permission.
- TuitionSpace cannot accept responsibility for the actions of third parties.
- With parental consent, TuitionSpace may take photographs or videos during sessions for promotional purposes (both online and offline). If you do not wish your child to be included, please inform us in writing before sessions begin.
- Participants are welcome to share their own experiences on social media, but must not post images or videos of other children without the consent of their parent or guardian.

VALUABLES

All property left at our venue or in entrance halls or outside, is left at the user's own risk. We cannot accept any responsibility for the loss or damage of any personal possessions.

LIMITATION OF LIABILITY

- TuitionSpace provides tuition services with reasonable care and skill but makes no guarantee of specific academic outcomes.
- We shall not be liable for any indirect or consequential loss arising from tuition services.

PERSONAL INFORMATION AND DATA

We use the personal information you provide to deliver our services, process your payments, and inform you about similar services that we offer. You may opt out of receiving marketing communications at any time by emailing us at info@tuitionspace.co.uk or using the unsubscribe link in our emails.

We will not share your personal information with third parties without your consent, unless required by law or where we consider it necessary due to safeguarding concerns, risk of harm, or the prevention or detection of crime.

All personal data is handled in compliance with UK GDPR and the Data Protection Act 2018 and will be kept strictly confidential.

CODE OF CONDUCT

We are committed to providing a positive, respectful, and inclusive learning environment for all students and families. To support this, we ask that all participants adhere to the following expectations:

- Pupils should arrive on time and be prepared with any required materials.
- Respectful behaviour is expected from students, parents, and guardians at all times towards staff, peers, and the learning environment.
- Disruptive, inappropriate, or unsafe behaviour may result in removal from the session and, in serious cases, termination of services.
- Parents or guardians must ensure that children are collected promptly at the end of each session.
- Clear communication between families and TuitionSpace is encouraged. Please raise any concerns directly and promptly so they can be addressed effectively.

By attending sessions, you agree to uphold these standards.

CHANGES TO TERMS AND CONDITIONS

TuitionSpace and its teachers reserve the right to update or modify these terms and conditions at any time. Participants will be notified of any significant changes.

CONTACT OR CONCERNS

If you have any questions or concerns regarding these terms and conditions, please contact us at;

Phone: +44 7488 281744

Website: www.tuitionspace.co.uk

Email: info@tuitionspace.co.uk

Address: 68A Antrim St, Lisburn, BT281AU

