



Terms and Conditions (Individual Tuition)

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These Terms and Conditions apply exclusively to **individual tuition** provided by GeorgieMTutoring. Separate terms may apply for workshops, masterclasses, or other group-based services, which will be communicated prior to booking. By engaging with individual tuition, you agree to the terms outlined below.

Definitions

For the purposes of this Agreement, the following definitions shall apply:

- **Client:** The term "Client," referred to as 'you' or 'your', refers to the individual or entity who is paying for the tuition service provided by the Tutor. In the context of this Agreement, the Client engages the Tutor to receive tutoring services for the Student.
- **Tutor:** The term "Tutor" refers to the individual who is introduced to the Client for the purpose of providing tutoring services to the Student. The Tutor is the independent contractor engaged by the Client to deliver the tuition services.
- **Student:** The term "Student" refers to the individual who is receiving the tuition services provided by the Tutor. The Student is the recipient of the educational support and guidance offered by the Tutor and paid for by the Client.

Acceptance of Terms

- Please read these Terms and Conditions carefully before using our online tuition services.
- These Terms govern your access to and use of the online tuition services provided by GeorgieMTutoring.
- By accessing or using our online tuition services, you acknowledge that you have read, understood, and agreed to these Terms, and you represent that you are of legal age to enter into a binding contract. If you are accepting these Terms on behalf of a minor, you acknowledge that you are the legal guardian or parent of that minor and accept full responsibility for their compliance with these Terms.
- Any changes or modifications to these terms and conditions are not valid unless they are officially approved in writing.

Services Offered

Our online tuition services include the provision of educational content, tutoring, and related services to help students achieve their academic goals. The specific services, pricing, and schedules will be outlined in your initial consultation with us.



Booking, Billing, and Payment Policy

Booking and Availability

- By booking a lesson, you agree to the terms laid out in this document.
- All lesson availability is first-come, first-served.
- Please consult the calendar in the parent/guardian/student portal for my availability. This should accurately reflect the available sessions for the week. However, in the event that there is an issue, you will be contacted as soon as possible.

Payment Terms

- Billing and payment are managed by the TutorBird management system.
 - [TutorBird Privacy Policy](#)
- Payment for the first lesson is due immediately upon booking to secure your regular slot.
- A verified payment method must be maintained in your TutorBird account.
- Bank/card details will be stored securely for automatic payment through Stripe.
 - [Stripe Privacy Policy](#)

International Payments

- All international payments must be made in pound sterling (GBP).
- Any bank or currency conversion fees incurred as part of the transaction must be covered in full by the payee. GeorgieMTutoring must receive the total invoiced amount in sterling, with no deductions or shortfalls caused by exchange rate differences or bank processing fees.

Billing Options

When signing up for tuition, you will have the option to choose either a weekly or monthly billing cycle. Please read the details carefully.

Weekly Billing (Billed One Week in Advance)

- Invoices are raised and due each Monday for the following week's scheduled lessons.
- A late fee of 10% of the invoice total will be applied on Wednesday if unpaid.
- If payment is not received by Friday, 11 am, the card on file will be charged, including late fees.
- If payment cannot be collected, all future lessons will be cancelled.

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Monthly Billing (Billed Monthly in Advance)

- Invoices are issued and due on the 25th of each month for the upcoming month's scheduled lessons.
- A late fee of 10% of the invoice total will be applied 2 days after the due date.
- If payment is not received by Friday 11 am of the week the invoice was issued, the card on file will be charged, including late fees.
- If payment cannot be collected, all future lessons will be cancelled.

Automatic Payments

- To avoid late fees, we recommend enabling automatic payments.
- Payments will be collected automatically when the invoice is issued.
- You will receive an email notification confirming whether payment was successful.
- If the first attempt fails, payment will be retried when a reminder email is sent (1 day after the due date).
- If payment is still unsuccessful after this second attempt, late fees will be applied.
- Payment details can be updated at any time via the Parent Portal.

Once an invoice is raised, it must be paid in full. Any credit for lessons cancelled in line with the cancellation policy will be reflected in the next raised invoice.

Credit on Account

- Clients are responsible for managing any credit on their account.
 - Credit must be used within the period of tuition. It is not automatically deducted unless applied toward an additional session or service.
 - Credit can be redeemed by booking an extra lesson, subject to availability.
- Refunds of credit will only be granted in exceptional circumstances and are subject to a 5% administration fee (calculated from the total refunded amount).
- To avoid losing unused credit, clients should review their account balance regularly and use any credit before ending tuition.

Additional Services and Resources

Lesson fees reflect the time involved in planning, delivering personalised tuition, the provision of written feedback notes following 1:1 sessions, and access to the online resource section during the period of tuition.

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Fees cover these core services only. Any additional support outside of lessons (e.g., extra marking or extended review of work) may incur a charge, subject to tutor availability and prior agreement.

Parent/Guardian Meetings can be arranged upon request, subject to availability. Please contact me via email to arrange.

Online Resources

All students have access to a library of learning materials through the portal, which may be:

- Viewed or downloaded
- Used for personal use only and must not be shared or distributed

Homework Submission

Students are encouraged to:

- Track their revision time
- Upload questions or topics they are struggling with

Please note: These submissions will be reviewed during lesson time. Any additional marking or out-of-lesson review may incur a charge, subject to availability and prior agreement. You will always be informed before an invoice is issued for additional services.

Booking Additional Sessions

Additional sessions can be booked by students or parents/guardians via the portal, with at least 24 hours' notice, subject to availability.

Absences, Cancellations & Rescheduling

Cancellation Policy

- Cancellations should be kept to a minimum to maintain consistency in learning.
- All cancellations must be made via the Parent/Guardian or Student Portal.

Cancellations with 48+ Hours' Notice

- You may cancel a session up to 48 hours before the lesson start time without penalty.
- Credit will be applied to your account.

Cancellations Within 48 Hours / No-Shows

- Cancellations made within 48 hours of the lesson start time are fully billable
- A make-up* credit may be issued in exceptional circumstances, approved at the tutor's discretion
- Failure to attend a lesson without notice will be considered a no-show and will be charged in full.
- Repeated cancellations or no-shows may result in your regular time slot being released

*Make-Up Credits

- Valid for 14 days from issue
- Limited to 2 active credit per student at any one time
- Make-up credits can only be redeemed against an **additional** session, to your regular weekly schedule.
- Additional slots are bookable via the portal and are subject to tutor availability.
- It is the responsibility of the client/student to use credits before they expire

Rescheduling Policy

- Rescheduling follows the same policy as cancellations:
- 48+ hours' notice: Cancel via the portal and rebook using available time slots
- Less than 48 hours' notice: Rescheduling is at the tutor's discretion and not guaranteed

Late Attendance

- If a student is going to be late, please notify me as soon as possible.
- Students arriving more than 5 minutes late will be marked accordingly in the system.
- If a student is 15 minutes late without notice, a reminder will be sent.
- If there is no contact and the student is 30 minutes late, the session may be considered missed and full fees will apply.
- Continued late arrival will be raised with the parent or guardian to help address and resolve the issue.

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- If the tutor is late, the time will be added to the end of the session (where possible) or an alternative arrangement will be made by mutual agreement.

Tutor Absences and Holiday

- Where possible, the tutor must provide a minimum of 48 hours' notice for the cancellation of a scheduled session.
- In the event of an illness or unplanned absences, the tutor will endeavor to contact you as soon as possible. Credit will be provided for missed sessions. Rearrangement is subject to availability.
- Planned holidays or absences will be noted on the calendar and reflected in bookings as soon as possible.
- Unless otherwise notified, lessons will continue throughout school holidays.

Technology and Online Platform Policy

- Lessons will be conducted online via Google Meet.
- Parent/Guardians/students must ensure their technology is working properly before each session.
- A stable internet connection is necessary for each session.
- Refunds will not be provided due to technological issues on the student's part.
- Other platforms such as Scribble, Google Docs, and Google Slides may be used for distributing and collaborating on work.

Confidentiality, Privacy, and Data Retention Policy

Confidentiality of Information

- Any information provided about your student or family will be treated as confidential. I am registered with the Information Commissioner's Office (ICO) and comply with GDPR and the Data Protection Act, 2018.

Data Storage

- Information related to your student is stored on a secure section of Google Drive, accessible only to the tutor.

Information Sharing

- Information about your student will only be discussed with those named in the initial agreement (namely parents/guardians). Written permission is required to discuss information with any other individual (e.g., grandparents, school personnel). These permissions can be withdrawn at any time. Confidential information will be divulged to relevant authorities if there is a safeguarding issue affecting a student's welfare and/or safety.

Session Recordings

- Sessions are filmed for safeguarding purposes and stored securely on Google Drive for three months following the lesson date. These recordings will not be distributed.

Privacy Policy

- Our Privacy Policy outlines how we collect, use, and protect your personal information. By using our services, you consent to the practices described in the Privacy Policy.

Safeguarding Policy

The tutor will manage the risks and reduce the likelihood of abuse by:

- Provision of up-to-date safeguarding policies and procedures: Ensuring practices reflect current legislation and guidance.
- Enhanced DBS Check: Holding a current enhanced DBS check to reassure students and families of suitability.
- Promote and use safer working practices: Implementing practices for safety during online sessions.
- Ongoing professional development: Committing to regular training on safeguarding issues.
- Developing and maintaining vigilance: Remaining alert to signs of abuse and ensuring safe interactions.
- Protecting students from harm: Taking steps to prevent abuse and maltreatment.
- Enabling raising of concerns: Clarifying how concerns about safeguarding can be raised.
- Handling incidents appropriately: Following procedures for dealing with allegations and reporting to authorities.

It is the tutor's responsibility to:



- Understand and implement this policy.
- Stay informed about safeguarding legislation and practices.
- Respond promptly and appropriately to safeguarding concerns.
- Report any allegations or incidents of abuse to relevant authorities.

Termination Policy

The tutor reserves the right to terminate tutoring services at any time.

If a parent or guardian wishes to terminate tuition, this is subject to the existing cancellation policy. While a written explanation is appreciated, it is not required.

Upon termination of tuition, the student and client will lose access to the portal, including:

- Online resources
- The family account (which contains billing and invoice information)

It is the client's responsibility to ensure that any necessary invoices or documents are downloaded prior to termination, as access cannot be restored once the account is closed.

Limitation of Liability

- To the extent permitted by law, we shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from or in any way related to your use of our services, even if we have been advised of the possibility of such damages.
- While Tutors aim for Student progress, they cannot guarantee academic success and are not liable for academic outcomes.
- The Tutor accepts no liability for direct or indirect losses, damages, or errors in learning materials.

Changes to Terms

- We reserve the right to update these Terms at any time. Any changes will be posted on our website. It is the Client's responsibility to review these Terms periodically for changes