



Parent/Guardian/Client Agreement

Please read the following terms and conditions carefully and sign below to state that you agree and that all of the information you have provided is correct.

Please Note: These terms and conditions form a contract between you, hereafter also referred to as the “client”, and Tutortastic. Please retain a copy of this contract for your future reference.

1. *Tutortastic* will provide a regular service of 1 to 1 tuition to individuals, or to small groups. Tutorials will take place at an agreed location (usually at the student’s home) and a date and time will be set by the tutor and agreed by ‘you’.
2. Tutorials cancelled with less than 24 hours’ notice will be billed and will need to be signed for on your designated tutor’s timesheet after the following lesson.
3. Cancellations by the client (or the tutor) of more than 3 weeks in succession, or that which *Tutortastic* perceive as unreasonable, will be considered for immediate termination of contract, and the tutoring slot may be offered to another client/tutor. (unless there is an ongoing illness)
4. Should you, the client, have a change of plan and not be available for the lesson, outside 24 hours. Please call your tutor directly to arrange another lesson. Lessons changed outside 24 hours’ notice will not be charged for and simply replaced by another lesson slot. Regular, short-notice cancellations will bring this agreement to an end (see item 3).
5. Your tutor will use all their own resources, and will not request additional monies from you (the client) for their purchase. However, recommendations of resources may be offered, but the purchasing of these is entirely your (the client’s) own decision, and at their own risk. *Tutortastic* will provide past papers on their website for tutors to use and any help can be gained from office@tutortastic.co.uk.
6. At the end of each lesson tutors will provide a ‘lesson feedback’ form to you (the client), outlining briefly what has happened in the lesson and stating the time and date of the next lesson.
7. Tutors declare that they do not have a criminal record by providing their DBS (previously CRB) certificate, which is kept on file. They are also providing a copy of their passport and stating that they are legally allowed to work in the UK under the UK/EU government guidelines.
8. Should you (the client) be unhappy for any reason with the tutor provided, the agency will do their utmost to rectify the situation, and if necessary to offer another tutor within 14 days of the request. You will be asked after your initial appointment, whether they are satisfied with the level of service you are receiving.
9. All tutors provided for you are under a written contract to *Tutortastic* and are not free to tutor for you (the client) except through the agency. Any new recommendations that the tutor receives from visiting the clients must go through our *Tutortastic* website (www.tutortastic.co.uk) and rewards are given for recommendations and referrals by both tutors and clients.
10. You (the client), must prepay for lessons in blocks of 4. Once payment has been received by *Tutortastic*, the tutor will contact you to arrange a lesson. Once your prepaid lessons have completed, there is no obligation to have any more lessons.

11. If you (the client) is late for a session, the lesson will only run until the usual end time, and be charged at the usual price. If a tutor is late for a session, then it is the duty of the tutor to arrange to make up the lost time so that a pro rata charge is made for the session.

12. *Tutortastic* will not be held accountable or responsible for the academic success or lack thereof demonstrated by the student/client. Although we do everything in our power to help National Curriculum levels and skills improve, we can offer no guarantee thereto.

13. *Tutortastic* accepts no liability for any direct, incidental, consequential, indirect, special, punitive or similar damages arising out of tutoring pupils provided by the agency. The individual tutor, and not the *Tutortastic* company, specifically waive any and all claims arising out of the use of this tutoring service and are responsible for arranging your own insurance cover.

14. Neither *Tutortastic* nor any of its tutors are liable for any loss, damage or injury caused while tutoring a student.

15. Parents / guardians of children are asked to remain in the building with their child during the tutorial. If they choose to leave their child alone with the tutor during the tutorial, they do so free of choice, at their own risk.

16. *Tutortastic* will not sell, rent or distribute any clients' personal information, or any information relating to children, to any third parties. Tutors agree to hold confidential information about clients as securely as possible, and will not sell, rent or distribute clients' personal information, or any information relating to children, to any third parties.

17. Two weeks' notice in writing is required from any tutor wishing to terminate the tuition agreement between the tutor and the parent. It is the tutor's responsibility to inform the parent of this and the company's responsibility to find a replacement tutor.

18. Tutors must not take any money from you (the client.) All tutoring fees are paid up front and in advance, directly to *Tutortastic* via BACS or over the phone. No cheque or cash payments are accepted.

19. Homework is set at your discretion and your tutor will recommend work for your child to complete.

By signing this document, you are agreeing to be bound by *Tutortastic* terms as stated in the preceding Terms & Conditions. Failure to adhere to its contents could lead to legal action.

I have read the preceding Terms & Conditions and give my full consent to be bound by them.

Please tick the box on our online form.

You are welcome to print this agreement for your records.