

## Terms and Conditions

Excel Tuition will be delighted to provide education and support to your child subject to you agreeing to the following terms and conditions.

1. Parents and children will be committed and enthusiastic about their child's learning and development.
2. Parents and teachers will work together to develop their child's learning in matters of homework, punctuality, behaviour and the like. Parents will be responsible for ensuring their child's homework is completed before the commencement of the next lesson.
3. Parents will recognise the importance of their child's regular attendance to class in order to progress. To this end they will ensure their child's attendance is regular and punctual.
4. If a child needs to miss a lesson, parents are required to complete and submit an **Absence Form**, authorising their child to receive cover work for the missed lesson. **No refunds are issued for missed lessons.**
5. The cost of the lessons will be paid **one month in advance at the start of the month**. This is to ensure that those parents and children who are committed are given priority as class sizes are restricted. **Students will not be allowed to attend any lessons that have not been paid for in advance.** The bank account name is Excel Tuition Services Ltd, Sort code is 30-80-77 and Account number is 16743360.
6. Each lesson runs for two consecutive hours, apart from GCSE, Computer Science and Coding, which run for an hour.
7. The price for the courses are as follows:-
  - Key Stage 1 English and Maths Booster course is £109 per month (£12.50 per hour).
  - Key Stage 2 English and Maths Booster course is £109 per month (£12.50 per hour).
  - Year 6 SATs Preparation course is £117 per month (£13.50 per hour).
  - 11+ Entrance Exam Preparation course is £117 per month (£13.50 per hour).
  - Key Stage 3 English and Maths Booster course is £117 per month (£13.50 per hour).
  - One GCSE course is £65 per month (£15.00 per hour), two GCSE courses is £130.00 (£15.00 per hour), three GCSE courses is £195.00 (£15.00 per hour).
  - Computer Science and Coding course is £65 per month (£15.00 per hour).
8. Tuition fees must be settled before starting a tuition programme.
9. Accounts that are in arrears are subject to a £5.00 administration fee for each week they are overdue.
10. A sibling discount of 5% is applicable for each younger child. The sibling must be from the same immediate family. Please note, sibling discounts are only applied when one or more sibling is enrolled on to a course at the same time. The sibling discount is removed once the other sibling(s) have ended their tuition and the prices are automatically reverted back to the full price.
11. Progress reports will be provided to parents at the end of each term.
12. On completion of a course your child will be automatically moved to the next course, unless we receive notification from you that you wish to end the tuition (see clause 15). Consequently, you understand and agree to be charged the price that is applicable to the new course.
13. In extreme weather (severe snow/earthquake/storms/floods etc) lessons may need to be cancelled, with no recourse to substitute lessons or cover work.
14. Covid-19: (a) In the event of the centre having to temporarily close due to government guidelines, we will arrange substitute lessons when the centre can re-open. The cost of the class will remain the same as prior to the centre temporarily closing. (b) In the case of a student needing to self-isolate, they should not attend the centre until the self-isolation period has been completed. **No refunds will be issued for lessons missed due to self-isolation. We will arrange substitute lessons for students who are absent due to self-isolation.**
15. **Thirty days' notice** is required when you intend to withdraw your child from the Centre or end a tuition programme. Cancellation of each subject requires thirty days' notice to be provided too. This needs to be provided by completing a **Thirty Days' Notice Form**.
16. Following notice to withdraw your child from the Centre or end a tuition programme, any closing balances are required to be paid before the commencement of the next lesson.
17. In the case of continual absence, tuition fees will be charged as normal; only the **Thirty Days' Notice Form** will end the tuition and charges (see clause 15).
18. Parents/carers who are over ten minutes late collecting their child after their class time finishes, will be charged a supervision fee of £5 per child for the first 15 minutes, then £1 per minute thereafter.
19. These terms and conditions are subject to change from time to time without prior notice.