

Terms and Conditions

Effective from 1st September 2019

Please note that sessions take place upstairs and are accessible by stairs only. If this may cause you difficulties, please get in touch to discuss alternative arrangements.

Registration

Clients are required to provide adequate contact details. This will enable me to communicate with you effectively. I will ask you to provide me with your postal address, e-mail, landline and mobile numbers. I will only use these to contact you with regard to tuition and I never pass them on to someone else unless you request for me to do so.

Payment

Term time lessons - Students' lessons are booked and paid for in advance at the beginning of the half term*. Students are expected to attend each week during term time unless I have informed you that there will be no tuition that week, or if you have informed me at least one week prior to the beginning of the term that you cannot attend on a particular date.

Summer Holidays Tuition- Specialist tuition is structured and cumulative and requires a degree of commitment from both parties involved. During the summer holidays tuition will continue, although there will be some degree of flexibility with timings and dates. These will be discussed in detail with you prior to the holidays to ensure sessions take place at a mutually convenient time.

Invoices – Invoices will be given at the end of the previous half term and should be paid by BACS within 7 days of receipt of the invoice (sent by e-mail). The account details, for BACS purposes, are provided on the invoice. If invoices are not paid on time I reserve the right to offer your child's session to another student on my waiting list.

*If paying for lessons in advance of each half term may be difficult for yourselves, please do get in touch and we can arrange an alternative method.

** If you prefer to pay cash for your lessons, payment for the term will be due on the first lesson. If cash payment is not paid at the start of the first lesson of the term, I reserve the right to offer your child's session to another student on my waiting list.

Lessons during school holidays – these can be arranged subject to availability and should be booked and paid for at the time of booking.

Attending appointments

Appointment times should be adhered to. In the event of appointments not being attended on time the session will end 1 hr following the original appointment time.

There are facilities for parents/guardians waiting downstairs.

Cancellation Policy - see also Termination Policy

A gentle reminder that I operate a strict cancellation policy.

If you are unable to make your lesson, I ask you to notify me as soon as possible so I can allocate the space to someone else. Please appreciate that this is my full time profession. I am fully booked and quite often I have a list of students looking for stand-alone lessons/assessments.

You can contact me in the following ways:

Telephone 07966070836 (please leave a message on the answerphone if I am unable to take the call.

Text - 07966070836

Email: Rebecca@TheInclusiveLearningAcademy.co.uk

If you have to cancel a session during term time and have given me 24hours notice, I will try and rearrange at a mutually convenient time at my discretion. As regular lessons require a level of commitment, I do not offer refunds for missed lessons.

If I cancel for **ANY** reason, then I will refund the cost of the missed lesson (or try to rearrange if possible).

Contract notice:

A 4-week settling period is recommended where the child and parent can ascertain if the tuition is suitable. The contract can be terminated by either party with immediate effect during this period. Cancellation within 24hrs notice of any appointments made during this period will accrue a 50% charge. Thereafter, either party requires 4 week's notice of termination of the contract.

Where a child has attended more than 4 sessions, it is assumed that the 4-week settling in period has taken pace and full contract is applicable.

Once full contract has been accepted (following the 4 week settling in period), 4 week's notice is required from either party to cancel the contract. Where a contract requires to be terminated immediately, payment in lieu of notice is required at a charge of 4 weeks, at the full fee rate.

Where the tutor requires to terminate the contract due to parent/student's unacceptable behaviour, this will also incur a 4-week charge in lieu of notice at the full fee rate.

Where behaviour of child, parent or guardian becomes such that the safety of any other party becomes threatened, or behaviour is unacceptable the tutor reserves the right to terminate the contract immediately. Tuition will not be available and the 4 week notice period will be effective immediately with full fee rates.

Where behaviour of a child, parent or guardian becomes unacceptable or a threat, the tutor reserves the right to terminate the session immediately. Full payment for the session will be requested.

Bank Holidays: Where lessons are usually taken on Bank Holidays, please note you will be requested to swap to an alternative date which is suitable to both parties.

Where places for tuition are requested and the tutor acknowledges that a place will be available by a specified date, a flat rate deposit will be required and this will count toward future credit for private sessions.

Closed Circuit Television

Please note that The Inclusive Learning Academy uses closed circuit television images to provide a safe and secure environment for clients, staff and visitors and to prevent any loss or damage to The Inclusive Learning Academy's property. Images are stored securely for 14days before being deleted permanently. Access to CCTV is only permitted by employers of The Inclusive Learning Academy Ltd. Should an issue arise where CCTV may be required to corroborate a claim made, notice must be given in writing via a solicitor within 12days of the date of images required.

Child Development Discussion

The tutor is available to discuss your child's development with regard to the private lesson or issues at school. This should take place at the start of the session where possible. If issue arise during the lesson they can be discussed at the time or a few minutes before the end of your session if the tutor considers this will interrupt learning taking place during the lesson.

Unfortunately, due to scheduled appointments, discussions cannot take place at the end of the session where it may run over into the next student's lesson time. In such circumstances, arrangements can be made for a follow up call later in the week.

We will endeavour to resolve any issues with teaching in the private lesson at the earliest possible convenience. We understand that issue may arise with your child's education at school and this may have an impact upon the holistic approach to your child's development.

As part of the service, we try to support parents or students with any issues outside of the private lesson. Usually small issues can be resolved quickly. However, where an issue is

ongoing and requires liaison with schools via appointments or telephone conferences, such as applications for Statutory Assessments, ILP/IEP reviews or Statement reviews, and hourly fee will be charged in some circumstances. This will be discussed prior to any arrangements being made and charges being incurred.

Additional testing

It is not recommended that frequent testing takes place. However, there are some circumstances, such as evidence for access arrangements or evidence of current needs assessment for statutory assessment applications etc., where additional testing is requested. In such circumstances, assessment charges will be made. These will be discussed and prior arrangements will be agreed before proceeding.

Time Keeping

Unless otherwise arranged, all one-to-one lessons are 55 minutes in duration. The 5 minutes at the end of each session allows me to discuss your child's progress with yourselves and prepare for my next client. Clients are responsible for arriving for tuition on time, and lessons will end at the designated time to enable the next student to have their full lesson. If for whatever reason you arrive early for your session and I am free and subsequently start tuition earlier, your session is still 55minutes in length and you must arrive on time to collect your child. If you wish to speak to me, in detail, about your child's progress then please do this during the first few minutes or the last few minutes of their lesson. If you are running late for picking up your child, do not worry, I will sit them outside of my classroom in the corridor so that I can still keep an eye on them.

Walking Home

If you will not be collecting your child after their session and they will be walking home/meeting you on the carpark, please do let me know. Notice should be given via email/text message/ written letter so that I can keep track of each student.

The tutor agrees to:

1. Deliver dyslexia specific private tuition to at the mutually agreed time and day.
2. Provide suitable development experiences in accordance with the students age, experience and level of ability
3. Be available to discuss the child's development at the request of the parent, at a mutually agreed time.
4. If necessary, the tutor may suggest an alternative suitably experienced supply tutor to cover any periods of sickness or holiday of the tutor.
5. Maintain appropriate insurance cover.
6. Maintain an up to date DBS certificate.
7. Provide notice to terminate the contract in writing.

The parent/guardian agrees to:

1. Pay the fees as set out in the contract.
2. Arrive at the mutually agreed appointment time.
3. Supply the child with a suitable container for reading/spelling cards and folder to keep session work sheets.
4. To bring each week reading/spelling cards and worksheet folder
5. To return any learning materials loaned to the student.
6. Give 4 weeks notice of termination of the contract.
7. To provide notice to terminate the contract in writing.
8. Where a decision to terminate the contact by the parent takes place a 4 weeks notice to terminate the contract must be given. The student is expected to attend during the 4 week notice period. If the parent/student decides not to attend, the parent agrees to pay the full fee for the 4week contract termination notice period.