# HM Maths - General Terms and Conditions

1. **Parties**. In these terms and conditions, the words ‘Tutor’, ‘Client’ and ‘Student(s)’ refer to the individuals specified in Part 1 and, where applicable, any other individual with delegated authority working for and making decisions on their behalf.
2. **Services Offered**. The Tutor agrees to provide tuition to the Student(s) specified by the client, either in accordance with the details set out in Part 1 or as otherwise agreed subsequently between the Tutor and Client (preferably in writing, including by text message, email, via in-app messaging or any other means). Tuition is offered in GCSE Maths, Foundation and Higher. Tutoring is also available for KS1, 2 and 3, dependant on availability. Sessions can be face to face or online, and are offered for both 1-2-1 and group session. This will be decided according to the needs and preferences of the Client and Students and will be agreed before the commencement of tuition.
3. **Fees**. The Client agrees to pay the tutor at the rate of: £40 per hour for 1-2-1 lessons, £30 per hour for group lessons.
4. **Payment Terms**.The Client agrees to pay the tutor within 2 days of receiving an invoice for the tuition carried out OR at least 3 days prior to the tuition date. Non payment will result in the next session not going ahead. Group lessons must be paid for in advance, with all sessions in the half term being paid for together.
5. **Disbursements and Expenses**. The Client agrees to pay disbursements and other expenses incurred by the Tutor on the Client’s behalf, as long as they have been agreed in advance of being incurred.
6. **Cancellation by Client**. The Tutor’s cancellation terms are that lessons are chargeable to the Client if the Client cancels with less than 24 hours notice prior to the start of the lesson (or fails to show up at all). The Tutor may waive or reduce the cancellation fee, at their sole discretion, where there are genuinely extenuating circumstances. There is no refund for group classes that are missed, but the work will be made available for the students to complete.
7. **Cancellation by Tutor**. If the Tutor has to cancel a lesson, there will be no charge for that lesson and the Tutor will try to rearrange it at a mutually convenient time. If a group session is affected by Tutor cancellation, the fee for that lesson will be carried over the next term.
8. **Technical Failure (online tuition)**. For online tuition, where the tutorial cannot take place or is ended prematurely due to technical failure, if the technical issue is due to the failure of the Client’s device or internet connection, this shall be treated as a cancellation by the Client and the lesson shall be chargeable. Where the technical issue is due to the failure of the Tutor’s device or internet connection, this shall be treated as a cancellation by the Tutor and shall not be chargeable.
9. **Safeguarding and Professionalism**. The Tutor acknowledges and agrees that they have, or will have prior to commencing tuition, an Enhanced DBS check (or equivalent criminal record check, where they reside outside the UK) dated within the last 12 (twelve) months and that they are happy to show the Client a copy on request. The Tutor further agrees either to procure a new Enhanced DBS check or equivalent every 12 (twelve) months or to register for the DBS Update Service (or equivalent) and to maintain high standards of professionalism, complying with the Code of Practice published by The Tutors’ Association, as amended.
10. **Dispute Resolution**. In the event of a dispute arising, the parties agree to take all necessary reasonable measures and act in good faith to resolve the dispute. Should this not be possible, both sides agree to consider Alternative Dispute Resolution (ADR).
11. **Tuition timing.** A weekly time slot will be agreed between the Tutor and Client. Tuition will happen in this slot weekly, during term time. During school holidays tuition can still be offered, but must be requested.The Tutor will remind clients before each school holiday that there will be no tutoring for that period.
12. **Ending this contract.** This contract can be ended at any time by either the Tutor or the Client, by giving one week's notice.
13. **Your privacy.** HM Maths respects your privacy. Personal information collected during the registration and tutoring process will only be used to facilitate your educational experience. We will not share your information with third parties without your consent. Please see our Privacy Policy for further details.