

Terms & Conditions – Private Tutoring

This tutoring agreement confirms all terms and conditions between a Tutor supplied by m2r Education, Langham House, 148 Westgate, Wakefield, W.Yorks (Co Reg 4152824) and the student.

Fees:

- A per hour rate will be agreed prior to the booking and will be paid monthly (4 lesson minimum booking).
- An invoice will be sent at the beginning of the lesson block and must be settled within 7 days. Failure to pay may result in lesson suspension.
- Unless confirmed otherwise, the named Parent / Guardian will be responsible for all payments of fees to m2r Education. No payments must be made direct to, or discussed with, the Tutor.
- All fees will be reviewed by m2r Education on an annual basis.

Payment Method:

- We accept BACS Transfer, PayPal, or Credit Card.

Tutor Obligations:

- The assigned Tutor will carry out an initial learning assessment to maximise learning time. This will last up to a maximum of 30 minutes.
- The Tutor agrees to honour the entire booking and will keep all education discussions confidential unless specifically requested otherwise by the Student and/or Parent / Guardian.
- The Tutor shall not complete homework on behalf of the Student or any classroom assignments.

Student Obligations:

- The Student agrees to attend all lessons and be attentive and enthusiastic with their learning.

- The Student agrees to complete all assigned work as instructed by the Tutor.
- The Student agrees not to ask the Tutor to complete any homework or classroom assignments on behalf of the student.

Cancellation Policy

- 24 hours cancellation notice is required of any tutoring session.
- Should a lesson be cancelled without such notice then m2r Education reserve the right to charge for the full lesson without offering an alternative day and time.
- We understand that circumstances can arise and therefore we allow 1 'emergency cancellation' per block, whereby a lesson can be cancelled with less than 24 hours' notice. An alternative date will be arranged.
- Please note - A 'no show' where a student does not attend a booked lesson and no notice is given will be chargeable.
- Should the Tutor be unable to attend the lesson then an alternative date and time will be arranged at no additional cost.

Confidentiality

- You are not permitted to make private arrangements for tuition with Tutors supplied by m2r Education. Should you breach this obligation, you will be liable to pay all additional tuition charges as agreed to m2r Education within 7 days of this breach.
- All named parties agree to comply with the provisions of the Data Protection Act 2018 in relation to personal data and our Privacy Policy which can be viewed [here](#).

Liability

- m2r Education do not accept any liability for any issues arising out of or related to the carrying out of the tutoring you agree to indemnify m2r Education without limit in respect of any such claims.

Safeguarding

- All m2r Education tutors have been fully interviewed and vetted against the current m2r Education Safeguarding Policy which can be viewed [here](#) and our safer recruitment policy which can be viewed [here](#). For further information you may contact the m2r Education Designated Safeguarding Lead (DSL), Mr Munir Mamujee MBE, munir@m2reducation.com.
- The student must not attempt to engage with a tutor outside of a tutoring session. If this occurs then you must inform m2r Education immediately.
- No lessons must be recorded without prior approval of m2r Education.
- A parent / guardian must be present or makes themselves available at some point during the lesson, whether this is online or face to face. If a parent / guardian is not available then the Tutor may terminate and the lesson charge will not be refunded.
- If the lesson is face to face, the student must not be alone in a closed room with the tutor at any time.
- If at any point before, during or after a tutoring session you have any safeguarding concerns then you must contact m2r Education immediately, using the DSL contact details as listed above.

Complaints

- If you have any dissatisfaction, then this should be reported to m2r Education immediately. For the avoidance of doubt any complaint should not be reported to a tutor. Please refer to our complaints procedure [here](#).

Approval

- Acceptance of our services will be taken to represent agreement to this Contract.