



## Terms and Conditions

### Centre Calendar

- All of the programmes at Step Forward Tuition lasts for 41 weeks of the year. There will be a 3 week break over the Christmas holiday starting on 20<sup>th</sup> December 2019. Tuition will resume on Monday 13<sup>th</sup> January 2020.
- Terms run from September-December, January-April, April-July.
- 11 +, SAT's and GCSE programmes may have additional booster sessions at extra cost.

### Fees

- Initial assessments are not charged for.
- Tuition fees for each month are payable in full in advance; each payment must be made before the first lesson of the month.
- It is the parents' responsibility to abide by the payment deadlines as shown on the application form and the academic calendar.
- Tuition fees are non-refundable and late payments may result in the student's place being suspended. In such cases, parents are called to pick up their children from the centre and the student is supervised outside the classroom until the parent arrives.
- Step Forward Tuition might divert the unresolved cases to its solicitors or take the matter directly to the court if the fees are delayed or not paid in full in advance and the outstanding tuition fee, full legal costs, as well as a daily interest (at the rate of £0.25), are sought under section 69 of the County Courts Act.

### Discounts

- Where payment is made in full for the whole academic year, parents will be offered a 10% discount if it is made in the first month of the academic year.
- There is a 5% sibling discount, where each sibling receives a 5% discount on their tuition.
- Basic equipment is provided as part of the fees.

### Cancellations

- Students are automatically enrolled for the following term unless their parent/guardian cancels enrolment: the full fee of the following term is applicable unless a cancellation is made because one class space is kept reserved for the student which may prevent the enrolment of other students.
- A minimum of two-week notice is required to cancel enrolment for the following term.
- Where a student is ill and 24 hour notice is given, the session will not be charged for. This will only be the case for one session per term and any subsequent absences will be charged for at full price.

### House Rules

- Students and those responsible for paying their fee are liable for any damage they cause to centre equipment and the premises.
- If students bring mobile phones, toys, iPods or similar items to the classroom and the teacher considers the lesson is disrupted by their existence, s/he might confiscate them till the end of the session. If the student doesn't comply with the teacher's instruction then the centre manager might call the parent to pick up the student early without any refund.

### **Absence/Make-up classes**

- All absences should be reported by phone to the centre manager at the earliest convenience.
- No tuition refunds are given for any missed classes unless that of those stated above (see cancellations section).
- A replacement teacher is provided if the usual classroom teacher is sick, late or leaves her/his position with us. Parents cannot claim a refund in such cases as long as the lesson is covered by a supply teacher.
- If the centre is closed beyond our control in the case of poor weather, a power cut, or an event or incident which prevents lessons from taking place, the cover lessons will be provided at a convenient time depending on the circumstances. Parents cannot claim any refund as long as the missing session is provided within the same academic year.

### **Drop-Off & Pick-up - Security of children**

- Our centre opens 30 minutes before the start of the first class – parents must not drop off their children too early as there may be no member of staff to look after their child.
- It is the parent/guardian's responsibility to ensure that the children are dropped off and picked up at the correct time.
- There will be a £10 extra charge if parents pick up their children late.
- In repeated cases of picking up the children late or even completely forgetting them in our centre, our staff may share their concern with the authorities.
- Parents must give permission on the registration form if they want their children to travel to Step Forward Tuition alone. We take no responsibility for the travel safety of the children travelling by themselves. Parents must ensure they travel safely.

### **E-Signatures**

- All of our records are kept electronically in order for them to be as safe and secure as possible, therefore e-signatures are used by both centre staff and customers when signing any registration or consent forms relating to Step Forward Tuition.

### **Health and Safety**

- All of our staff are DBS checked.
- Parents/guardians will be contacted if their child is ill.
- First Aid will be administered by qualified members of staff if necessary.
- Our Child Protection and Safeguarding Policy can be accessed from our centre on request.

### **Data Protection Statement**

The information which you give when completing your application form will be used in accordance with the Data Protection Act 1998 and GDPR regulations for the following purposes: to enable the

organisation to create an electronic and paper record of your application; to enable the application to be processed; to enable the organisation to compile statistics, or to assist other and funder organisations to do so, provided that no statistical information that would identify you as an individual will be published. The information will be kept securely and will be kept no longer than necessary.