

# **Terms and Conditions for 11+ Tutoring Courses and Mock Exam Day;**

## **Natasha Hughes (trading as Natasha Hughes Tutoring)**

### **1. Accountability**

We strive to provide the best possible service. However, we cannot guarantee children being offered school places at any particular school applied for.

We are not liable for any direct, incidental, consequential, indirect, special, punitive or similar damages arising out of use of our tutoring services or any errors or omissions in the content of our materials. You, the client, specifically waive any and all claims arising out of the use of this tutoring service.

Please note that the report which you will receive, serves only as guidance for parents to assist their children in preparation for school entrance exams.

### **2. Personal Property**

All items of personal property are brought into St John's School entirely at the owner's risk. Natasha Hughes Tutoring will not be held responsible, nor accept any liability, for any loss or damage to any such items, howsoever caused.

### **3. Illness**

Your child must not attend lessons if they have a contagious illness. If they display symptoms, or test positive for COVID-19, students must not attend lessons for a period of time, in line with the latest government advice. In the instance of diarrhoea or sickness, students must be symptom-free for 48 hours before attending a session.

### **4. Arrival and Late collection**

It is important that pupils arrive promptly to each session in order that they do not miss the beginning or disrupt learning. Please also try to collect your child promptly at the end of each session.

Please note that we are not liable for any damage to vehicles whilst parked in the centre's car park and we cannot be held responsible for any injury to persons whilst moving between their vehicle and the centre.

### **5. Amendments, Cancellations and Refunds**

Full payment of the course is due by 14<sup>th</sup> March 2023 for the Easter course running April 11<sup>th</sup>-14<sup>th</sup> 2023 and 17<sup>th</sup> July 2023 for the summer course running August 14<sup>th</sup>-17<sup>th</sup>. The place will not be guaranteed after this date if the balance of £175 has not been paid.

Full payment of the mock exam day running on 2<sup>nd</sup> September is due by 5<sup>th</sup> August 2023. The place will not be guaranteed after this date if the balance of £70 has not been paid.

Fees will only be refunded if a written cancellation note is received before the beginning of the course. The following amounts can be refunded:

- Full refund of course/mock exam day fee (not the deposit) if cancellation note is received 28 days before the course commences.
- 50% refund of course/mock exam day fee (not the deposit) if received between 14 and 27 days before the course commences.
- No refund if cancellation is received 13 days or less before the start of the course/mock exam day.

We reserve the right to change or cancel a course if the required minimum number of participants is not met. If the minimum number of bookings required to run a course is not met, and if the course is cancelled for this reason, all money paid to us, including your deposit, will be refunded. Refund payments will be limited to the total amounts paid to us.

Class sizes are subject to change. Furthermore, we are unable to reschedule classes that are missed due to a child's withdrawal, family emergency, illness or any other situation. In such instances, no partial or full refunds will be given.

We also reserve the right to stop the attendance of a child if consistent behavioural issues occur. Any refund in this instance is at our discretion.

## **6. Data and Privacy Policy**

By providing us with your details and any other information, you agree that we may hold this on our secure database. We will not pass your details onto a third party. We may use your contact details to share information of our services and you to join a social communications network; you are under no obligation to join or accept such an invitation. You can also opt out of receiving any communication from us at any time.

## **7. Photos**

We may wish to take photographs for use in future marketing materials – please inform us if you do not wish your child to be photographed during the course/mock exam day.