

Terms and Conditions

Welcome to Science Learning Lab

By booking lessons with me, you agree to these Terms and Conditions. Please read them carefully.

1. What We Offer

I provide personalised, online science tutoring to help students succeed. Lessons are held **via an online virtual classroom platform**.

2. Fees, booking and payment

2.1 These are my charges:

	<i>One: One</i>	<i>Group</i>
<i>Key Stage 3</i>	£40	£20
<i>Key Stage 4</i>	£50	£25
<i>Key Stage 5</i>	£60	£40

2.2 Lesson Booking:

Once a lesson has been booked, it is the responsibility of the parent/student to keep a record of the agreed date and time and to ensure that the student attends. Lesson reminders are sent as a courtesy via TutorBird, and I may occasionally send an additional reminder via WhatsApp. However, students and parents should not rely on receiving a reminder and remain responsible for attending the scheduled lesson.

2.3 Payment:

Payments must be made before the lesson. The first lessons **are not charged as it will be a trial class**. If the tutee wishes to continue with the session, an upfront payment for the month's session is required by the 1st of each month (or for the remainder of the month, if the tutee is starting midway though).

I offer a **10% sibling discount** if you have 2 or more children tutored by me, at the same time. This discount will be automatically applied to your monthly invoice.

The payments are made via bank transfer. The bank details are provided at the bottom of the invoice.

2.4 Late Payments:

If payment isn't made on time, the lesson may be cancelled or delayed.

3. Lateness or Cancelling Lessons

3.1 If You Need to Cancel:

If you need to cancel or reschedule a lesson, you should provide at least 24 hours' notice. Cancellations made with less than 24 hours' notice, or lessons missed without prior notice, will still be charged in full. I may take exceptional circumstances into consideration at my discretion.

3.2 If We Need to Cancel:

If I have to cancel or reschedule a lesson, I will let you know as soon as possible and arrange another time that works for you.

3.3 Lateness

Students are expected to come to lessons on time. In case Student are late to lesson, they are expected to notify me in advance if they are going to be late, as a matter of courtesy.

3.4 Missed Lessons / No-Show

If a student does not attend a scheduled lesson and has not provided prior 24 hr notice, the lesson will be treated as a missed session. I am not responsible for contacting students or parents to check why they have not attended. I may occasionally send a message as a courtesy, but students and parents should not rely on this. Missed lessons may still be charged in accordance with the cancellation policy.

4. Refund

Refunds are not typically offered for missed sessions due to illness or other emergency reasons. However, I aim to be as flexible as possible and will arrange alternative session times, if my schedule allows. If rescheduling is not possible, **the fees for the missed session will be rolled over to the next lesson.** As a tutor, I depend on a regular schedule and allocate my spaces with the expectation of near-full attendance. Thank you for your understanding.

5. Progress

I am committed to fostering academic progress, building confidence, and encouraging independent learning. I will also tailor lessons to suit each student's unique needs. However, I cannot guarantee specific grades, as many factors—such as illness, stress, learning difficulties, and exam nerves—can influence outcomes.

6. Cancellation

Contracts can be cancelled by both sides at any time but I would ask - as a courtesy - that 2 week's notice is given.

7. What We Expect from Each Other

7.1 What You Need to Do:

- Make sure the student is ready for the lesson with the necessary materials:
 - Folder to keep their booklets
 - Flashcards
 - Papers to take notes not in booklet
 - Pen, pencil, calculator, ruler
- Provide a quiet, distraction-free space for the lesson.
- Be on time for all lessons.

7.1b Google Chrome

In order to access TutorBird and LessonSpace effectively, it is recommended that you use a laptop or desktop computer. Please also ensure you are using the latest version of Google Chrome for the best experience.

7.2 What I Promise to Do:

- Deliver high-quality, customised lessons.
- Communicate clearly and promptly about lessons or changes.
- Create a friendly and supportive learning environment.

8. Keeping Everyone Safe

Lessons are conducted following safety guidelines to protect everyone involved. Any personal information you share will be kept private. We will not record lessons without your permission. For more information please read our safeguarding and privacy policies.

9. Changes to These Terms

I might update these Terms and Conditions from time to time. If I make important changes, I will let you know.

How to Contact Me If you have any questions, you can reach Science Learning Lab by:

- Email: lalinthika.alvares@hotmail.com