

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>	£35	£20
<i>Key Stage 4</i>	£40	£25
<i>Key Stage 5</i>	£50	£35

2.2 How to Book:

You can book lessons by contacting me and to agree on a date and time.

2.3 Payment:

Payments must be made before the lesson. The first lessons are charged at normal rate (see above). The payment for the first lesson must be received **24 hours before the lesson**. 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. Changing or Cancelling Lessons

3.1 If You Need to Cancel:

If you need to cancel or reschedule a lesson, you need to let me know at least 24 hours in advance. Cancellations with less than 24 hours' notice may still be charged for, but I will always consider exceptional circumstances.

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.

4. Refund

Refunds **are not typically offered for missed sessions due to illness or other non-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 weeks 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 (like books, notes, or a computer).
- 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