



Terms and Conditions

Thank you for signing up with Restart Tuition. I hope that you find our services of benefit to you and your child.

Please read the following terms to make your journey with us at Restart Tuition pleasurable for all.

Contact Details

You can contact a member of our team through these contact details:

Email: contact@restarttuition.com

Phone: 01935 310290

WhatsApp (Matt Wilkinson): 07762 930250 (out of hours)

Please can you ensure you confirm your best contact phone number and email address to contact you directly. These will be stored in our TutorCruncher system.

If attending an in-person group session, we recommend giving an alternative phone number should we need to contact you at any time whilst your child is receiving tutoring from us. We also recommend ensuring you are receiving emails from us, so you are made aware of any changes to any sessions.

Payment

Our pricing structure is as follows:

- £20 per lesson for small group tuition, with a max group size of 6. Paid half-termly in advance.
- £45 per hour for 1-1 intervention (either online or in person). Paid monthly in advance.
- During the quieter periods (such as school holidays) we may invoice per session accordingly.

Small group sessions run over the normal working school term and will be invoiced per half term. Sessions must be paid upfront each half term or weekly using Direct Debit through GoCardless. We will not start tuition without payment and reserve the right to withdraw services if payment has not been received prior to the start of any tutoring session.

If you wish to complete a bank transfer instead of using GoCardless for group tuition (only possible if paying in full), please contact me directly using the details above.



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If you have reserved a space for your child within our group provision, we cannot offer refunds for non-attendance as their space in our groups has been reserved per half term. We will make contact each half term to confirm their place for the next half term period.

If you are wishing to make a bespoke booking for a tutoring session, please email contact@restarttuition.com who will be more than happy to help you.

Cancellations/Holidays

Once a student has reserved a space on one of our group programmes, this is non-refundable, and absences will still be charged.

Holidays are not permitted during our group sessions as these sessions run during the normal term time.

If a tutor is not available for a group session and must cancel, we will credit this to you at your next payment period or offer a refund, whichever you would prefer.

If a 1-1 tutee does not attend a prearranged session, the tutor will contact the parent after five minutes using your contact details on our system. If there has been no communication and the student has not arrived within 15 minutes, the session will be cancelled and charged as normal. Our tutor reserves the right to end the session at the allotted time if a student arrives late.

For 1-1 sessions, cancellations made within 24 hours will be charged at full rate.

For 1-1 sessions, cancellations made before 24 hours will be credited for the following month. Where possible, we will offer to rearrange the session with our tutor depending on availability.

Safeguarding

Safeguarding your child is the number one priority of our services at Restart Tuition, as such, please read the below to understand how we will ensure a consistent approach to safeguarding practices. Further details of our approach to Safeguarding are found in our Safeguarding policy available at: <https://www.restarttuition.com/policies>

We recommend that you review this to ensure you are familiar with our safeguarding procedure to make sure we are compliant in our requirements for Keeping children safe in education (KCSIE).

In person group tutoring sessions are attended by a first aid trained member of staff.



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Zoom Link/Online Specific Information

TutorCruncher will automatically send you a link to the lesson with the tutor you have booked, please log into the TutorCruncher platform to access the link for lessons. You will receive an email 24 hours before and 1 hour before the lesson start with this link. If you wish for your child to receive this link directly, then please submit their email address on the TutorCruncher platform or contact us to add this to their account

Please do not share this link with any other person than your child accessing the session. If you are found to have shared this externally, this will be treated as a safeguarding breach, and we will cease all tutoring activity with you immediately.

Please ensure that matt@restarttuition.com and contact@restarttuition.com is added to your priority senders to avoid these going into spam.

Please ensure you download the Zoom Client to your computer for the best experience, this can be downloaded at <https://zoom.us/download>

Storing Information and GDPR

At Restart Tuition, we are registered with the ICO, as such we treat the information you give us sensitively and have robust practices in place to protect your data. You will find further details of our privacy policy here: <https://www.restarttuition.com/policies>

By storing our data within TutorCruncher, we ensure that your information is secure and only available whilst you are using our services. After you have finished your services with us, your data will be removed from the platform after 180 days from your last lesson.

If you wish to have a copy of all data stored within TutorCruncher, you can contact us at contact@restarttuition.com where we will be happy to assist you.

Marketing/Social Media

Pictures of sessions can be used for marketing purposes to promote the availability of tutoring on social media platforms. We will remove aspects of any image that identify your children from this. Please make me aware on sign-up if you wish to withdraw your consent from this.

I may record sections of the lesson to use for my social media, this will not include information about your child or any other identifiable information about your child. If you wish to withdraw your consent for marketing activity during your child's session, please make me aware using our contact details above.



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Liabilities

While Restart Tuition is committed to providing high-quality education and support to students preparing for their GCSE examinations, we explicitly state that we do not guarantee or warrant any specific academic outcomes or results. The academic performance of a student in their GCSE examinations is influenced by various factors beyond our control, including individual effort, aptitude, and external circumstances that can occur on each exam date.

By using the services of Restart Tuition, you acknowledge and agree that we are not responsible or liable for a student's academic performance in GCSE examinations. Therefore, you waive any right to bring legal action against Restart Tuition or its affiliates based on unsatisfactory academic results, including but not limited to failing to achieve desired grades in GCSE examinations.

We encourage all students to actively engage in their education, diligently follow our curriculum and guidance, and seek support and resources as needed to enhance their learning experience. While we provide a supportive educational environment, it is essential to understand that ultimate academic success depends on the student's commitment and dedication to their own learning.

By using our services, you consent to this non-liability clause and agree that Restart Tuition and its affiliates shall not be held accountable for any academic outcomes or results in GCSE examinations.

By starting tuition with Restart Tuition, you are agreeing to the above.