



**TEACHING TREE ACADEMY**  
PLANTING THE SEEDS OF KNOWLEDGE

**Student Agreement**  
**Group Tuition Classes**  
**And 1 to 1 tutoring**

**1. Availability:** Although we do our utmost to accommodate all our students, we are unable to guarantee any places. Should no place be available, the student will be placed on a waiting list and places will be offered if they become available during the course of the academic year. We are unable to indicate when places are likely to become available, but can range from a few weeks to 1 year or beyond. Places are offered on a first come, first served basis; so we encourage all parents/students to register early. Students who are already attending at the time we break for the summer holidays will be given priority to continue in the new academic year.

**2a. Payments for group sessions:** For group sessions, payments will need to be made at the time of registration, this will be before the start of the term dates indicated on the website and students will not be permitted to join midway through a term. Payments must be made in full before the start of class. Students who have not paid in advance will not be permitted to attend class. Payments can be made via bank transfer or via PayPal as indicated on the website. Parents are responsible for ensuring payments are made in advance and by the given deadline. For payments that remain outstanding; Teaching Tree Academy may refer the matter to a legal representative and/or debt recovery agency. In any case, you will be liable to pay all associated fees and costs, which will be added to your account.

**2b. Payments for 1 to 1 sessions:** Payment for 1 to 1 sessions must be paid prior to the lesson. Payment should only be given to one of the Teaching Tree Academy management team. Do not pay the tutors.

**3. Subjects:** Students who are in group sessions may opt to change or cancel the classes they attend only at the end of each term. Students opting for a new subject will be required to purchase educational work materials for that subject.

**4. Responsibility:** It is the responsibility of the parent/guardian to ensure any software needed for the lesson has been installed and logged into in a timely manner before the lesson. Similarly, we urge all parents/guardians to instruct their children not to leave the sessions midway through a session. It is also the responsibility of the parent/guardian to inform Teaching Tree Academy if the child has any learning difficulties. Parents/guardians are urged to monitor their children while in class too, to ensure they are not being distracted by any external sources.

**5. Progress:** Parents may arrange a short appointment with the tutor either before or after the lesson to discuss their child's progress.

**6a. Refunds for group sessions:** Refunds will be issued for any lessons cancelled by Teaching Tree Academy or if your selected classes do not go ahead. No refunds can be issued if a student does not attend a lesson for whatever reason, and nor can lessons missed be carried forward into the following term. Any special cases for a refund request must be provided in writing and will be reviewed by the management team. If deemed appropriate, we will issue a refund or carry forward lessons at our discretion – the management team's decision will be final.

**6b. Refunds for 1 to 1 sessions:** Refunds will be issued for any cancelled 1 to 1 tutoring sessions by Teaching Tree Academy or teacher. Refunds for cancellations of lessons will only be permitted if 48 hour notice is provided and will be the discretion of the Teaching Tree Academy management team.

**7. Cancellation:** In the event of unforeseen circumstances, Teaching Tree Academy reserves the right to cancel lessons at short notice. All attempts will be made to contact and inform parents/students of any cancellation as soon as possible. If you no longer require tuition or will not be attending any term, please let us know so that your place can be offered to another student.

**8. Exclusion:** We promote good behaviour in our classes. Teaching Tree Academy reserves the right to exclude any child, without refund, should they cause a disruption to the learning sessions. In the event of serious misconduct or if a child is deemed to be a risk to other students and/or staff, Teaching Tree Academy reserves the right to exclude the child with immediate effect and without notice. Lessons cannot be recorded and any breach of this will lead to an immediate exclusion with no refund of any remaining lessons. Teaching Tree Academy may also pursue legal action. In any case, you will be liable to pay all associated fees and costs, which will be added to your account.

**9. Liability:** Teaching Tree Academy offers a service to help students perform better at school and achieve better exam grades. We are unable to guarantee success and are not liable for the outcome of any exam results or coursework marks.

**10. Workbooks and other materials:** Students will need to be prepared with their own writing instruments and notebooks. Online worksheets may be provided to the students to complete in lesson. Homework may also be set by teachers at the end of each lesson for the purpose of continued learning/revision.

**11. Personal details:** By providing us with your details and or other information, you agree that we may hold this information on our database. With the exception of our senior management staff, we will not pass on your personal details to any third party without your consent. However, you agree that we may use your details (e.g. your email address and mobile number) to send you information relating to our services and/or invite you to join our communications network, including social networking websites; you are under no obligation to join or accept such an invitation.

**12. Communication:** All communication with our tutors must be arranged by appointment via Teaching Tree Academy. This applies to whether you wish to discuss your child's progress or would like to enquire about additional tuition for your child. Teaching Tree Academy has a duty of care towards its students – for your child's safety we request that you DO NOT exchange any personal details (including address, telephone number, email address, social network details) with the tutors or any other member of staff. Please do not hesitate to contact us or speak with your centre manager if you have any questions.