

# **WESTERN TUTORIAL COLLEGE**

## **Tuition for 1 and/or 2 year A-level and GCSE courses**

### **Terms and Conditions**

#### **Terms of engagement**

Western Tutorial College Limited is a company registered at Companies House (company number 07635083), who registered office is at Tower House, Fairfax Street, Bristol, BS1 3BN. Details of the directors and all company returns are available for viewing at Companies House, or on their website. Tutors that work with us are all experienced professionals in their subject areas. The educational services offered and the fees charged may be varied at any time, subject to the provisions below.

#### **Lesson times and attendance during tuition**

The academic timetable for all subjects is set at the beginning of the academic year (September) or earlier when possible. Students are expected to attend all timetabled lessons in each of their subjects studied, and to arrive before the scheduled start time. Tutors are not expected to wait for students who are late, and it is expected that students will make every effort to catch up with any work missed. If a student is going to be late, or has to miss a lesson due to illness or a previously arranged appointment, they are expected to inform the college before the lesson, giving as much notice as possible. Absence from lessons is never a reason to reduce the fee for that course (see below). Students are expected to remain in class for the duration of all lessons, unless there are exceptional circumstances and only when negotiated between themselves, their tutor and (if necessary) the Principal. It is important that students understand the necessity of attending all classes regularly and punctually, and that they come prepared to learn.

#### **Method of tuition**

All tuition will take place on the college premises (see address above). The college can then ensure the safety of the students as it has public and employee liability insurance, and regularly tested fire detection systems in place. Students are asked to provide as much detail relevant to the aims of their tuition as possible, so that a tuition plan can be formulated which will be of maximum benefit to each individual student.

#### **Code of conduct**

Students may end their ongoing tuition with Western Tutorial College Limited at any time (subject only to the cancellation policy below). Our tutors will conduct themselves courteously at all times, and it follows, therefore, that we expect the same from students and their parents/guardians. In the event that a situation was to develop which would render the continuation of tuition by the college impossible, we reserve the right to discontinue such service forthwith, and remove the student from our list. The same right to discontinue tuition services received rests with the student. In any event, in case of problems, we would do everything possible to remedy these at the earliest opportunity.

#### **Payment terms**

Payment can be made by bank card or cash, and must either be made at the commencement of each month, half-term or term period, or by a single payment for the entire duration. Under no conditions will tuition be given without payment. Payment by cheque must be made at least 7 days before the course start date.

## **Access arrangements**

There is disabled access to the ground floor from the pavement outside the building. However, access to the upper floors is by lift. We will make every effort to accommodate students with restricted mobility, but students must make the college aware of any disability that might affect their learning at the time of enrolment.

## **Variation of fees and services**

Fees may be changed and the services offered added to or withdrawn at any time. However, fees will not be varied during an academic year. We reserve the right to increase fees to coincide with the new academic year.

## **Limit of liability**

Western Tutorial College Limited will not be liable for any consequential loss or damage suffered to its students property, whilst on or outside its premises however caused, and which may result in tuition not being provided for any reason whatsoever.

Liability is restricted to that shown in the cancellations policy. Students' statutory rights are not affected by any clause shown in these Terms of Engagement.

Students can expect high quality tuition. However Western Tutorial College Limited is not able to guarantee examination results.

## **Cancellation policy**

Payment of the course fee forms a binding agreement between the relevant parties involved (student, parents/guardians, tutor, Western Tutorial College Limited). Refunds can only be made if the tuition has to be cancelled as a result of the tutor becoming unavailable, and a suitable alternative tutor cannot be found in a reasonable time period, or alternative arrangements cannot be put in place in a reasonable time so that students are unable to complete their course. Students who decide not to continue their course before the normal end date (through no fault of the college) must give at least one terms notice, and will only be eligible for a refund or part refund of fees for the time remaining beyond the period of the one terms notice. Students must still pay tuition fees for 1 term after the date of notice being given (or for the remainder of the course, whichever is shorter).

## **Tutor payments**

The college will pay tutors for their booked tuition time if the tutor does not receive at least 24 hours notice of cancellation of a session. There is no obligation beyond this, although the college may consider it reasonable to make an additional payment in certain circumstances, by negotiation with the tutor.

Last revised July 2017 - these Terms and Conditions are valid until further notice