



Terms and Conditions – March 2023

Tuition sessions

- These will be 45 or 60 minutes in length unless agreed otherwise between you and EMJ Global Tuition (longer sessions can be arranged).
- Face to face sessions will take place at the home address of EMJ Global Tuition (14 Richmond Close, Hollywood, Birmingham, B47 5QD).
- Online sessions will take place using Zoom or Google Meet – links for these sessions will be forwarded to you by email ahead of the first online session for your child.
- Tuition sessions will be arranged to take place on a weekly basis at the same time.
- EMJ Global Tuition will endeavour to be as flexible as possible if a request for a different tuition time is made, but reserve the right to decline if this compromises other tuition sessions or external commitments.
- Each tuition session is planned in advance, with all materials provided based on the needs of each student and the support requested or required.
- In registering your child for tuition sessions, the Student Information Form must be completed (please also see website for link):
[Student Information Form](#)

Fees

- Group sessions (3 or more students) will be charged at £15 per 45 minute session or £20 per 60 minute session.
- Group sessions (less than 3 students) will be charged at £20 per 45 minute session or £25 per 60 minute session.
- 1-2-1 sessions will be charged at £30 per 45 minute session, or £40 per 60 minute session.
- Payments for tuition sessions will be required by bank transfer.
- Bank account details for EMJ Global Tuition will be provided through the EMJ Global Tuition website.
- Payment for tuition must be made ahead of each half term session in full, or pro-rata based on when your child begins their tuition with EMJ Global Tuition.
- If a different payment schedule is required to support your child undertaking tuition, please contact EMJ Global Tuition to discuss further.
- If additional tuition sessions are requested on top of what has been agreed between you and EMJ Global Tuition, payment will be required prior to the additional session.
- Holiday periods such as a half term or end of term break will not be included in the number of tuition sessions paid or booked for – if you request for your child to receive additional tuition during a holiday period, this must be communicated with EMJ Global Tuition at the earliest opportunity to see if this can be accommodated.
- Towards the end of a half term block, EMJ Global Tuition will communicate with you to confirm whether tuition will be continued for your child.
- If the arrangements for tuition sessions are changed and agreed, such as changing from 1-2-1 to group sessions, EMJ Global Tuition will refund any extra money already paid to you.
- Likewise, if the tuition arrangement has been requested to change from group session to 1-2-1, you will be required to make an additional payment to cover the change in tuition.

Cancellations

- If your child is unable to attend an online group or face-to-face tuition session, the session will be recorded and the link sent to you ahead of the next scheduled session.
- If your child is unable to attend a 1-2-1 online or face-to-face session, the PowerPoint will be sent to you, for your child to work through ahead of the next scheduled session.
- In both of the above instances, the full cost for the missed session will still be applied.
- If for any reason EMJ Global Tuition need to cancel a session, we will do our best to rearrange the session.
- If this is not possible, we will refund the cost of the session or it can be used as credit towards future sessions.

Late attendance and pick up

- Your child should arrive for all online or face-to-face sessions 5 minutes before the designated start time.
- Tuition sessions will finish at the allotted time, unless the start of a session is delayed due to the fault of EMJ Global Tuition.
- If there are any technical issues resulting in the delay to a session, the session will continue until the full allocated time has been completed.
- Where your child receives face-to-face tuition session and you are delayed, they will be able to remain safely at 14 Richmond Close until you arrive, although may not be supervised closely if another tuition session has started at its designated time.

Equipment (face-to-face sessions)

- EMJ Global Tuition will provide resources such as writing paper, pens, pencils, rulers and educational resources to support face-to-face tuition sessions. If your child prefers to, they can bring their own writing equipment and paper.
- We ask that where needed in tuition sessions, your child brings their own scientific calculator and geometry set.
- Spare equipment will be available to use if required.

Equipment (online sessions)

- Your child should have access to a scientific calculator, writing equipment and paper.
- Interactive whiteboards will be used during online sessions, so if your child has access to a Wacom or Chromebook (as examples) on a second device, this is encouraged (but not compulsory) to support their work in tuition sessions.
- Where online sessions involve use of worksheets, EMJ Global Tuition will forward these to you by email ahead of the scheduled session.

Data Protection

- In line with the current GDPR, EMJ Global Tuition would like to assure you that we do not share your personal details or any information regarding the tuition with anyone, unless given permission to do so (i.e. a report to school or other professional).

Stopping tuition

- If at any time you wish to stop the tuition sessions for your child, communication must be made with EMJ Global Tuition at the earliest opportunity.
- If your child is withdrawn from online or 1-2-1 sessions before the end of a half term, payments already made will not be refunded.

- For future half term blocks, if communication is not forthcoming from you about continuing tuition for your child, their place or timetabled slot will be made available for other students waiting or wishing to join online or 1-2-1 sessions.
- If EMJ Global Tuition has concerns about the behaviour or conduct of your child during their face-to-face or online tuition which cannot be resolved, we reserve the right to stop tuition sessions. In this instance, payment for sessions already paid for will not be refunded.

Limitation of Liability

- While EMJ Global Tuition will endeavour to ensure all students makes at least satisfactory progress, this cannot be guaranteed, and we cannot be held accountable for the academic success or otherwise of your child.
- To the maximum extent permitted by law, EMJ Global Tuition accepts no liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special or exemplary damages arising from the use of our services or any errors or omissions in the content of the learning materials provided by EMJ Global Tuition.

Commencing / continuing with tuition will be taken as an indication that you accept the above Terms and Conditions.

Child Name (Please Print): _____

Parent Name (Please Print): _____

Parent Signature: _____

Updated 12th March 2023