

Lesson agreement

1. Parties Involved

- School To Medic and any tutor acting on behalf of School To Medic is bound by this agreement.
- Client: Parent/Guardian responsible for the student.
- Student: The child receiving tutoring.

2. Lesson Arrangements

Lessons will be delivered online via Zoom/Teams, unless otherwise agreed. Sessions are delivered on a 1:1 or small group basis (1:2 or 1:3), depending on the package purchased, and are typically 60 minutes long unless agreed otherwise. Lessons are planned in line with the relevant GCSE/A-Level exam board specification.

3. Payment

Payment can be made via our website, www.schooltomedic.co.uk or by bank transfer. Payments should be made monthly or weekly, unless otherwise agreed. If payments are one week in arrears, tutoring sessions will be paused until payment is received. Continued non-payment may result in termination of the agreement. Invoices will be provided upon request.

4. Cancellations & Rescheduling

1:1 Tutoring Sessions

- You can reschedule or cancel your 1:1 session up to 24 hours before the scheduled time without any charge on our website (www.schooltomedic.co.uk), by contacting your tutor, or School To Medic through email (support@schooltomedic.co.uk) or whatsapp.
- Cancellations within 24 hours of the session will incur a 50% fee of the session cost.
- If you need to reschedule, please contact us at least 24 hours in advance to avoid charges. Any exceptional circumstances will need to be discussed with the course director.

Group Sessions (1:2 or 1:3)

- You can reschedule or cancel up to 48 hours before a group session without any charge.
- Cancellations within 48 hours will incur a 50% fee of the session cost.
- Group sessions require multiple participants, so late cancellations may affect other participants' learning. Please inform us promptly if you need to reschedule. Any exceptional circumstances will need to be discussed with the course director.

Force Majeure Clause

School To Medic will not be held responsible for any failure to deliver lessons caused by events outside our control, including but not limited to extreme weather, power outages, internet or technical failures, or other unforeseen emergencies. In such cases, lessons will be rescheduled at a mutually convenient time, and no cancellation fees will apply.

Additional Notes:

- Automated reminders will be sent before each session, please check your emails to stay updated.
- If School To Medic cancels a session, it will be rescheduled at no extra cost
- Policies are designed to be fair to all students and ensure everyone receives the best possible learning experience.

5. Responsibilities:

Tutor's Responsibilities

- Deliver high-quality, structured lessons tailored to the student.
- Provide parental feedback after each session.

Parent/Student's Responsibilities

- Ensure the student attends punctually with the required resources (notebooks, calculator, stable internet).
- Inform the tutor of any learning needs, SEN, or medical issues that may impact the lesson.
- Ensure online lessons take place in a safe environment (e.g., supervised home setting, or with parental awareness).

6. Safeguarding & Conduct

All School To Medic tutors are Enhanced DBS-checked and follow the business safeguarding policy. Please see *Safeguarding Policy* for more information.

- The tutor will never meet students in private/unsupervised settings without parental consent.
- All online sessions will be recorded for safeguarding, monitoring, and training purposes.
- Recordings will be securely stored on an encrypted drive accessible only by the Designated Safeguarding Lead (DSL).
- Recordings will be automatically deleted after 120 days.
- Parents and guardians will be informed of this policy before sessions commence.

Please refer to the School To Medic Safeguarding Policy for more detail.

7. Data Protection (GDPR)

Personal information (student and parent name, contact details) will be stored securely using the Google Workspace encrypted storage and Microsoft Onedrive. Information is used only for tutoring purposes (teaching, reporting, safeguarding). No data will be shared with third parties without consent, unless required by law. Parents and students have the right to access, correct, or request deletion of their data at any time.

8. Complaints & Feedback

At School To Medic, we value learning and welcome any feedback from parents and students. Any concerns should be raised directly with the tutor in writing. *Please refer to the complaints policy.*

9. Termination of Agreement

Either party may terminate tuition with 4 weeks' written notice by email. Any prepaid sessions not delivered will be refunded.

10. Agreement

By proceeding with tuition and paying the first invoice, the Client agrees to these terms.

Signed (Tutor): _____

Signed (Parent/Guardian): _____

Date: _____

