

Enrolment Information

We're delighted you'd like to enrol your child for tuition with us.

1. Picking a lesson time. We currently have times available of:

| | | | |
|-----------|--|--|--|
| Monday | | | |
| Tuesday | | | |
| Wednesday | | | |
| Thursday | | | |
| Friday | | | |
| Saturday | | | |
| Sunday | | | |

2. Completing enrolment details Our enrolment system is online and you can complete all your enrolment details via our website or with the Centre Manager after your assessment. To enrol online, please visit our website at: www.betterstarttuition.co.uk/enrol or scan the QR code.



3. Our Term Dates 2024-25 (inclusive of date shown) Please note, term times may not match all school/council schedules. Term time includes any bank/public holidays during a term week.

Autumn term

Start: Monday 2nd September

Half term: Monday 28th October –
Saturday 2nd November

End: Saturday 21st December

Spring Term

Start: Monday 6th January

Half term: Monday 24th February –
Saturday 1st March

End: Saturday 12th April

Summer Term

Start: Monday 28th April

Half term: Monday 26th - Saturday
21st May

End: Saturday 19th July

4. Tuition fees & schedule

| | |
|--|---|
| Enrolment fee To secure a place, there is a non-refundable enrolment fee. | £35 |
| Deposit On enrolment, to maintain the place in class we take a deposit that is held by us until you give notice to end enrolment. | £70 (mini-group) £120 (all other tuitions) |
| Lesson fees All lessons are 1-hour in length. Fees payable weekly in advance by automatic debit/credit card only. Additional lessons in a week charged at the standard lesson rate Learning Den mini-group tuition - £35 One-to-one tuition: £60 to GCSE level; £65 for L2 Certificates & A-level | |
| Missed payment fee Administrative fee where we contact you regarding outstanding payment (per contact). | £10 |
| Out of term period If attending lessons as normal If not attending, there is a continuing enrolment fee for access to our learning package and to hold the place in class for when you return. | Standard lesson fee £5 per week |
| Missed lessons / cancelled lessons during our term time Charged at the normal lesson rate to keep a place in class. | |
| Notice period Two term weeks required in writing. | |

5. Terms and conditions of enrolment

Also available on our website at www.betterstarttuition.co.uk/terms-and-conditions

Conditions of enrolment. This section sets out the terms and conditions of the student's enrolment with Better Start Tuition (including the Advanced Academy). By enrolling, and a student undertaking a lesson with us, you agree to be bound by these terms and conditions.

Lessons. The lesson materials are designed by to improve your child's standard in the subject(s). These programmes are designed to develop a student's ability. We do not warrant the success of the student's progress while being enrolled on a programme. You agree and acknowledge that the student's ability may not improve or may not improve in the manner that you anticipate. You agree to release Better Start Tuition and its parent company from all liability (including liability for negligence) for any loss or damages (including direct, indirect, special or consequential loss) arising out of or connected with the student's enrolment and use of the Programme. To the extent permitted by law, our liability to you arising under or in connection with the provision of the tuition services detailed in this enrolment form, are limited to supply of the tuition services again or the payment of the cost of having the services supplied again.

Personal Data. We are committed to ensuring that the personal data held by us is processed lawfully and fairly, and in compliance with our obligations under applicable data protection legislation, including, from 25 May 2018, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Intellectual property. You agree that you will not infringe Better Start Tuition's intellectual property (including its trademarks and copyright) and will not reproduce, modify, copy, adapt, sell, publish, distribute or communicate any part of the Programme or any information contained in it.

Enrolment fee. An enrolment fee is required to enrol a student at the start of each programme period. The fee is non-refundable at any point. Where a student ends tuition and then decides to return, a new enrolment fee is payable.

Lesson fees. The latest lesson fees are available in each location or by contacting us at email@betterstarttuition.co.uk.

Payments. All lesson fees must be paid in advance. Credit is not available under any circumstances. All payments must be made by a UK registered credit or debit card setup on automatic payments by us. Direct debit, one-off card payments, cash payments and standing orders are not accepted. Automatic payments will be charged each Sunday ahead of the week in which the lesson is due. Where an automatic payment is rejected/defaulted/failed or otherwise not made, tuition will be suspended until payment is made. Where a payment has failed, payment may be made by telephoning your centre in advance of a lesson or by making a one-off payment by the Parent Portal. During any period of suspension all lesson fees will continue to accrue unless notice to end enrolment is provided to us in accordance with our terms and conditions. Where we are required to contact you regarding a failed payment, an administrative fee of £10 per contact will be applied. After 14 days any arrears on the account will be passed to our appointed debt collection agency.

Deposit. A deposit is taken on enrolment. This deposit will be used against the fees for the last two lessons after you give notice to leave. Where a student leaves without notice or where an automatic payment fails and is not corrected, the deposit is forfeit.

Free taster lesson. We offer a free 30 minute taster lesson in maths, English or science. Only one taster lesson per student is permitted. The free lesson is only available to students who have not previously been enrolled with us. Only one free lesson is available to any one student regardless of the number of subjects being considered.

Enrolment period & termination by you. Students are enrolled on an ongoing basis with no minimum period. To end enrolment you must provide us two term weeks notice in writing by email to email@betterstarttuition.co.uk. Notice may not be given in person or by telephone. Enrolment will continue until notice is served regardless of whether the student attends lessons or not.

Number of lessons per week. Students must complete at least one lesson per week. Fortnightly or other non-weekly enrolment is not available. Additional lessons per week may be added and/or removed without penalty.

Lesson cancellations. It is not possible to cancel lessons during our published term periods, including for any bank holidays that occur within those term periods.

Lesson changes. It is not possible to change a lesson time on a weekly basis. It may be possible to make a permanent change to a lesson time depending on availability. A fair use policy will be applied at our discretion when considering the number of lesson time changes requested.

Missed lessons/student absence policy. Lesson fees are payable in full whether your child attends or not. Our group sessions take place at set times each week. As each group is capped by size and with a specialist teacher, it is not possible to reschedule a group session that is or will be missed.

Holiday periods We offer tuition 52 weeks per year. A student may opt-out of teaching during our published out-of-term dates (which may vary from school holiday times). Where a student opts out of teaching a continuing enrolment fee of £5 per week is payable in the same manner as lesson fees in order to maintain the enrolment. We are closed Christmas Day, Boxing Day, New Years Day, Easter Sunday and Easter Monday. Any lessons ordinarily booked on the day on which those holidays fall will be arranged for another day within a week of the closure day.

Group size Our small group classes are capped at 6 students. Occasionally we will add extra student(s) as a one-off depending on circumstances, such as if a student requires a catch-up session. No additional fee is payable if groups run at less than five students.

Suspending enrolment. It is not possible to suspend enrolment.

Allocation of teacher. We seek to appoint the same teacher for a student through their enrolment period but is not possible to guarantee the same teacher will be present every week or for the duration of the enrolment. Where a teacher is unavailable an appropriate replacement teacher will be allocated at our discretion.

Teacher status. We use the term 'teacher' to mean an individual we have determined to be qualified to teach. This may be through their holding teaching qualifications (PGCE, Qualified Teacher Status or equivalent) or through experience in a teaching setting or through holding advanced degrees (Masters or Doctorate) or through having practice in teaching in general, tuition, further or higher education settings.

Unavailability for in-centre tuition. If a student is unavailable for in-centre tuition due to health or any other reason the standard missed lesson policy will apply. If we are required by the government for any reason to suspend in-person teaching, then enrolment period will continue online subject to the normal notice period.

Technical problems. Where it is not possible to undertake or complete an online lesson due to technical problems at the student end of the connection, the standard missed lesson policy will apply.

Refunds. If an incorrect charge is made we will seek to refund the money to you as soon as possible. No refunds are available for completed or unfilled lessons.

Termination by us. We may at any time, without penalty, terminate this contract by serving you notice orally or in writing. Where the behaviour or a student is such that we do not deem it possible to continue tuition, we may terminate the contract immediately. Where tuition ends in this manner, the full fee for that lesson will be payable regardless of the duration of the lesson attended and the deposit will be forfeit.

Amendment. We may amend these terms and conditions, including tuition fees, at any time. The latest version of our terms and conditions will be published on our website at www.betterstarttuition.co.uk/terms-and-conditions.

Privacy. We are committed to protecting your privacy. Our Privacy Policy is displayed in the centre and available on our website.

By engaging in tuition with us you are deemed to have read and accepted the above conditions of enrolment.