

Joel Marten

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Private Teaching Terms & Conditions

These terms and conditions are effective from Monday 12th October 2020. Following agreement of these terms from either the student (if student over 18) or parent/guardian (if student under 18), the tutor will send an email confirming this agreement.

Online lessons

- These usually take place on Zoom. Other platforms are possible at the student's request.
- The platform for online lessons will be agreed prior to lessons commencing.
- A Zoom link will be sent to the student a few minutes before the agreed lesson time.
- 10 minutes of overrun time are allowed if there are any technical difficulties. Beyond this, lesson time cannot be extended.
- In the unlikely event that the teacher is running late, the student will be contacted as soon as possible. This may require a lesson to run over the agreed time, ensuring the full session is offered. If that is not possible, the time will be made up another day.
- Resources will be sent electronically by the teacher.

Face to face lessons

- The lesson venue will be agreed by both parties before any teaching has begun.
- In the unlikely event that the teacher is running late, the student will be contacted as soon as possible. This may require a lesson to run over the agreed time, ensuring the full session is offered. If that is not possible, the time will be made up another day.
- Resources will either be written in the lesson, or sent electronically by the teacher.

Cancellation by the student

- The student/parent/guardian must notify the teacher 48 hours in advance of cancellation, otherwise half of the fee will still be charged.
- For cancellation within 24 hours, the full fee will be charged.
- If a reschedule is requested, the teacher will make their best effort to fit this in.
- If a rescheduled lesson is requested within 48 hours, but it cannot be fit in, this counts as a cancellation. Either half or full fee will be charged as above.
- For a no-show, the full fee will be charged.

Cancellation by the teacher

- If the lesson must be cancelled due to the teacher being ill or unavailable, then an alternative lesson time will be offered as near as possible to the original lesson. The student will be contacted as soon as the teacher is aware of this.

Rates

- Lesson fees are: £35 for 60 mins; £30 for 45 mins; £25 for 30 mins or under.
- Payment is required within 7 days via bank transfer or cash.
- An extra charge for travel expenses is payable if lessons are taking place at the student's house and are not within reasonable walking/cycling distance, by the teacher's discretion. This will be agreed by both parties before any teaching commences.
- For students committing to a half term of teaching, the teacher may request that the student/parent/guardian pays upfront for the entire half term. Individual lesson rates can be refunded if cancelled 48 hours in advance as above, but only if a reschedule is not possible for both parties.