

## Covalent Chemistry Tuition — Terms & Conditions of Business

### 1. Introduction

These Terms and Conditions govern all tuition provided by Covalent Chemistry Tuition (“the Tutor”) to the Client. **The Client may be the student or a parent/guardian.** By booking tuition, the Client accepts these Terms. Tuition is delivered online. Sessions are 60 minutes.

### 2. Scope of Services

The Tutor provides online one-to-one A-level Chemistry tuition, academic support, and marking services. Session content, scheduling, and support levels may vary according to the Client’s selected service package.

### 3. Fees and Payment

Standard sessions are paid individually. Silver and Gold memberships are paid monthly in advance. **All payments must be made through [covalentchemistrytuition.com](https://covalentchemistrytuition.com).** Fees may change if additional services are requested. All fees must be paid prior to the scheduled session, and membership fees must be paid prior to the start of each monthly billing period. Tuition cannot proceed until payment is received.

### 4. Booking and Scheduling

Lessons are arranged directly with the Tutor. Lesson times are agreed in advance and may be adjusted by the Tutor during busy periods. The Client is responsible for ensuring the student is available, on time, and prepared with the required materials.

### 5. Cancellations and Missed Sessions

Booked sessions which are cancelled with less than 24 hours’ notice are charged in full. Missed sessions are charged in full. If the Tutor cancels, the session will be rescheduled or refunded. Frequent cancellations, whether inside or outside the notice window, may result in suspension or termination of tuition.

### 6. Tutor Responsibilities

The Tutor provides tuition with reasonable skill and care, holds appropriate qualifications and DBS, and does not guarantee exam outcomes.

## 7. Client Responsibilities

**Session attendance** — The student must attend the scheduled session on time and be ready to begin. Only the student receiving tuition may attend unless the Tutor has agreed otherwise.

**Raising concerns** — Any concerns about tuition, scheduling, or feedback must be raised promptly so they can be addressed without affecting future sessions.

**Submission of work** — Homework, scripts, or practice papers must be submitted as a single document, with pages in the correct order and with sufficient notice for the Tutor to complete marking.

## 8. Safeguarding and Recording

The Tutor holds an enhanced DBS certificate. Recordings are only made with permission, stored securely, and deleted after one week. Recordings and materials remain the Tutor's property. Where the student is under 18, a parent/guardian must be aware tuition is taking place.

## 9. Confidentiality and Data Protection

Client information is kept confidential and used only for tuition. Data is stored securely and retained only as necessary.

## 10. Intellectual Property

All teaching materials, notes, feedback, and reports remain the property of the Tutor and may not be shared, reproduced, or distributed without permission.

## 11. Liability

The Tutor's liability is limited to the Fees paid by the Client in the previous 30 days. The Tutor is not liable for indirect or consequential loss, technical problems outside the Tutor's control, or any academic outcomes including exam results or university offers.

## 12. Termination

Either party may end tuition at any time. No notice required. Prepaid sessions not delivered will be refunded unless within 24 hrs.