

Terms & Conditions

Created by Amanda Cremona For review 05/06/2025

DEFINITIONS

“Client” The person or persons who request, arrange and pay for the service. This is assumed to be the person who makes initial contact with Amanda Cremona.

“Learner” This is the person receiving tutoring from Amanda Cremona.

“Tuition” is the provision of lessons to the Learner, charged at an hourly rate.

“Consultancy” is the provision of education advice or consultation, charged at an hourly rate.

“School holidays” is any period of non-term time, inclusive of all school dates within the UK.

PAYMENT

Payments must be made within 7 days from receipt of the invoice, unless otherwise specified. Interest will be charged on any payment which is outstanding for more than 14 days.

Interest will accrue at a rate of 4% per month on all outstanding sums from due date until payment is received by Amanda Cremona.

CANCELLATION

Cancellations should be advised via text or phone on 07837 666882.

Full refund will be given if at least 24 hours' notice is provided for lesson cancellation.

The full fee is payable if you do not cancel your booking and do not attend your booking.

Refunds are at the discretion of AJC Tutoring.

CANCELLATIONS BY AJC TUTORING

Amanda Cremona reserves the right to cancel bookings for reasons of a personal nature, viability, adverse weather conditions, illness, or other unforeseen reasons, or if it is believed there is any reputational risk to the company.

TUTORING

1. Before tutoring, detailed background information will be gathered from parents and the student through conversation or questionnaires. This is essential information which is used to inform the learning plan for tutoring. Follow up phone calls may also be made to support this information.
2. The lesson will be carried out at an agreed venue.
3. An adult known by the learner, for example the learner's parent or carer, or a member of school staff, is asked to be present in a room nearby (within hearing distance) for the duration of the tutoring.
4. Amanda Cremona will work with the learner with no other person in the same room for the duration of the lesson unless it is within a group lesson or has been agreed with the parent or carer.
5. Further advice may be offered to school or parents/carers at additional cost if necessary and appropriate.
6. Learners under 18 will under no circumstances be left unattended by Amanda Cremona or any unknown adult during tuition.
7. Appointment times should be adhered to. In the event of appointments not being attended on time the session will end at the pre-arranged time, and charged at the same rate.

EXPENSES

All expenses for tutoring materials will be covered in your agreed fee with Amanda Cremona unless otherwise specified. All prices are exclusive of mileage, unless otherwise specified. Mileage is charged at a rate of £0.45p per mile.

COMPLAINTS

If you have any concerns about any practice relating to AJC Tutoring please contact Amanda Cremona in the first instance for an informal discussion.

GENERAL

Amanda Cremona reserves the right to alter these terms and conditions. Amanda will notify you of any changes. Unless otherwise agreed in writing, these Terms and Conditions shall prevail over any other terms of business or conditions put forward by you.