

# AcademicTutors

SURREY

## Terms of Service: Academic Tutors Surrey

**Effective Date:** 1<sup>st</sup> November 2024

These Terms of Service (“Terms”) govern the agreement between Academic Tutors Surrey (referred to as “the Agency,” “we,” or “us”) and the school or educational institution (“the School”) engaging our services to provide tutors. By signing a contract or utilizing our services, the School agrees to the terms outlined below.

### 1. Scope of Services

#### 1.1 Provision of Tutors:

The Agency will supply tutors to the School to deliver educational services as agreed upon in the service contract.

#### 1.2 Customization:

The Agency will match tutors based on the School’s specific needs, including subject expertise, level of experience, and availability.

#### 1.3 Support:

The Agency will provide administrative support, such as scheduling assistance, invoicing, and replacement tutors when required.

### 2. Responsibilities of the Agency

#### 2.1 Tutor Vetting:

All tutors are thoroughly screened, including background checks (e.g., DBS), and reference checks.

#### 2.2 Compliance:

The Agency ensures that tutors meet all requirements to work in educational settings.

#### 2.3 Performance Monitoring:

The Agency will monitor tutor performance and handle feedback from the School to ensure service quality.

#### 2.4 Replacement Policy:

If a tutor is deemed unsuitable or is unavailable, the Agency will provide a suitable replacement within a reasonable timeframe.

### **3. Responsibilities of the School**

#### **3.1 Provision of Information:**

The School must provide clear and accurate information about its needs, including class schedules, curriculum requirements, and any special requirements for tutors.

#### **3.2 Work Environment:**

The School shall ensure that tutors are provided with a safe and professional working environment in compliance with health and safety regulations.

#### **3.3 Communication:**

The School is responsible for timely communication with the Agency regarding changes to schedules, concerns, or feedback about tutors.

#### **3.4 Non-Solicitation:**

The School agrees not to hire or directly engage tutors introduced by the Agency outside of the terms of this agreement for a period of 12 months after the termination of services.

### **4. Fees and Payment**

#### **4.1 Service Fees:**

The School agrees to pay the Agency fees as outlined in the service contract.

#### **4.2 Invoicing and Payment Terms:**

Invoices will be issued monthly and must be paid within 30 days of receipt.

#### **4.3 Taxes:**

All fees are exclusive of VAT or other applicable taxes, which will be added to the invoice where required.

### **5. Termination**

#### **5.1 Termination by the School:**

The School may terminate the agreement by providing 14 days written notice.

#### **5.2 Termination by the Agency:**

The Agency reserves the right to terminate the agreement if:

- The School fails to provide a safe working environment for tutors.
- Payments are overdue by more than 60 days.

- The School breaches any material term of this agreement.

## **6. Confidentiality**

### **6.1 Confidential Information:**

Both parties agree to keep all confidential information (e.g., tutor details, School policies) private and not disclose it to third parties without prior consent.

### **6.2 Data Protection:**

The Agency will handle personal data in accordance with the UK GDPR and Data Protection Act 2018.

## **7. Governing Law:**

These Terms are governed by the laws of England and Wales.

## **8. Contact Information**

For any questions or concerns about these Terms or our services, please contact us at:

### **Academic Tutors Surrey**

Email: [info@academictutorssurrey.co.uk](mailto:info@academictutorssurrey.co.uk)

Phone: 01483 363052