

AcademicTutors

S U R R E Y

Terms of Service – Schools

1. Services

Academic Tutors Surrey provides tuition and educational support services to schools, delivered by appropriately qualified and vetted tutors. Tuition may be provided in person or online, as agreed with the school.

2. Tutor Selection and Safeguarding

Academic Tutors Surrey will take reasonable steps to ensure tutors are suitably qualified, experienced and appropriately vetted for working with children. Tutors will be subject to the agency's safeguarding requirements and relevant policies.

3. Tuition Arrangements

The school and Academic Tutors Surrey will agree the subjects, pupils, timetable, location and format of tuition in advance. Academic Tutors Surrey will make reasonable efforts to provide continuity of tutor and service.

4. Fees and Payment

Fees will be agreed in advance and confirmed to the school. Invoices will normally be issued monthly and are payable within **30 days** unless otherwise agreed. Any additional or exceptional costs will be agreed with the school in advance.

5. Cancellations

Where a scheduled session is cancelled by the school with less than **24 hours' notice**, the agreed session fee may be chargeable. No charge will normally apply where sufficient notice is provided or where cancellation is due to circumstances outside the school's reasonable control.

6. Confidentiality and Data Protection

Both parties will maintain the confidentiality of information relating to pupils, families, staff and the other organisation. Personal data will be handled in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

7. Safeguarding and Concerns

Any safeguarding concern relating to a pupil or tutor will be reported promptly through the appropriate school and Academic Tutors Surrey safeguarding procedures. Both parties will cooperate fully where concerns arise.

8. Termination

Either party may terminate an ongoing arrangement by providing reasonable written notice. Any outstanding fees for services already provided will remain payable.

9. Agreement

These Terms of Service, together with any agreed quotation or service agreement, form the

basis of the working relationship between Academic Tutors Surrey and the school. Any amendments should be agreed in writing by both parties.

Academic Tutors Surrey

Website: academictutorssurrey.co.uk