



Open Doors Online English Tutoring

Open Doors. Open Minds. Open Lives.

Tutor - Client Contract

Part 1: Details of the Parties:

Tutor's details	Name:	Miss Emily Grant (English Teacher and Tutor, Owner of Open Doors Online English Tutoring)
	Telephone:	07598634808
	Email:	EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com
Client's details (Parent/carer: please provide the contact details of 2 parents/carers where possible, including any other adults who will be supervising the student in lessons)	Name:	Person 1: Person 2: Person 3: Person 4:
	Telephone:	Person 1: Person 2: Person 3: Person 4:
	Email:	Person 1: Person 2: Person 3: Person 4: Please list the email address that lesson reports and resources will be sent to:

Student details	First name:	
	Date of birth:	
	Home address:	Primary home address: Second home address (if applicable):
	School name and address: (if now homeschooled or engaging with alternative provision, please state the last school attended and whether the student still engages with this setting at all)	School name: School address: Does the student still attend and if not, when did they last attend?
	Age and year group:	
	Subject level (e.g. KS2 for Years 3-6, KS3 for Years 7-9, KS4 for Years 10-11). KS2/KS3 students: please outline any information about the school curriculum the student will follow in this academic year. KS4 students: please provide details of GCSE exam board, whether tutoring is	Subject Level:

	being taken for English Language or Literature (or both) and what Literature texts are being studied:	
	Objectives for tuition:	
	Special Educational Needs, mental health or medical needs or allergies or disability (if any):	
	Other notes: (e.g. prior attainment/past grades achieved, the student's target or desired grade, details of upcoming assessments or exams):	
	Where will lessons take place?	Bramble, an online video software purposely designed for online tutoring. All lessons are recorded for safeguarding purposes and to enable students to re-watch recordings for revision. https://about.bramble.io/ The student will access their lessons through their unique lesson room link, which is:
	When will tutorials normally take place?	Day and time:

Part 2: General Terms and Conditions

1. **Parties.** In these terms and conditions, the words 'Tutor', 'Client' and 'Student(s)' refer to the individuals specified in Part 1 and, where applicable, any other individual with delegated authority working for and making decisions on their behalf.
2. **Services Offered.** The Tutor agrees to provide tuition to the Student specified by the Client, either in accordance with the details set out in Part 1 or as otherwise agreed subsequently between the Tutor and Client in writing via email.

3. **Fees.** The Client agrees to pay the Tutor at the rate of: £ GBP per 52 minute online lesson. Lessons will occur at agreed times during term time unless otherwise arranged by the Tutor and Client in writing via email. It is understood that the Tutor works different hours outside of term time and will communicate to the Client about their availability during school holidays so a plan can be agreed upon. The Tutor agrees to provide the Client with a report after each lesson at the end of the Bramble lesson, which can be listened back to at any time. Any lesson resources or homework will be sent by email. If it has been agreed that the student will complete homework in between tutorials, the Tutor will send this to the Client after each lesson. This will be done via the email addresses outlined above. The Client will receive the post-lesson resources the day after the lesson has occurred. The Tutor commits to keeping the lesson price the same for the duration of the current academic year. If the Student is continuing beyond one year, the price will be reviewed at the start of the new academic year.
4. **Payment Terms.** The Client agrees to pay the Tutor on the 1st of each month for the lessons that will be occurring in that month. The Tutor will send an invoice prior to this date, on the 20th of the month before. Where there is due to be a lesson on the 1st of the month after the one in question, the Tutor will add this lesson to the previous month's invoice to prevent there being delays in payment and subsequent disruption to the lesson.
5. **Cancellation by the Client.** The Tutor's cancellation terms are that lessons are chargeable to the Client if the Client cancels or asks to reschedule with less than 48 hours' notice prior to the start of the lesson (or if the student fails to show up within 20 minutes of the lesson's start time). For lessons that are scheduled for Mondays, the Tutor's cancellation terms are that lessons are chargeable to the Client if the Client cancels or asks to reschedule after 5pm on the Thursday prior to the lesson (or if the student fails to show up within 20 minutes of the lesson's start time). The Client should notify the Tutor of any intention to cancel or reschedule via email. At the Tutor's discretion, where there are genuinely extenuating circumstances, the Tutor may instead offer to reschedule the planned lesson. The Client agrees to give the Tutor as much notice as possible where a lesson will need to be cancelled or rescheduled: they will notify the Tutor via email at least 7 days before the lesson in question is due to take place and the Tutor agrees to try and accommodate any such request to reschedule within their timetable.
6. **Cancellation by the Tutor.** If the Tutor needs to cancel or reschedule a lesson, they will inform the Client via email at least 7 days prior to the lesson. In the event that the Tutor needs to cancel or reschedule a lesson in less than 48 hours, or after 5pm on the Thursday prior to a Monday lesson, the Tutor will find a suitable alternative time for the lesson to be rescheduled to and this will be agreed with the Client via email.
7. **Technical Failure:** where the lesson cannot take place or is ended prematurely due to technical failure, if the technical issue is due to the failure of the Client's device or

internet connection, this shall be treated as a cancellation by the Client and the lesson shall be chargeable. Where the technical issue is due to the failure of the Tutor's device or internet connection or if the fault is with Bramble, this shall be treated as a cancellation by the Tutor and so the Tutor will arrange an alternative time for the disrupted lesson to take place at no extra cost to what has already been paid by the Client for that lesson.

8. **Safeguarding and Professionalism.** The Tutor acknowledges and agrees that they have, or will have prior to commencing tuition, an Enhanced DBS check (or equivalent criminal record check, where they reside outside the UK) dated within the last 12 (twelve) months and that they are happy to show the Client a copy on request. The Tutor further agrees either to procure a new Enhanced DBS check or equivalent every 12 (twelve) months or to register for the DBS Update Service (or equivalent) and to maintain high standards of professionalism, complying with the Code of Practice published by The Tutors' Association, as amended.
9. **Dispute Resolution.** In the event of a dispute arising, the parties agree to take all necessary reasonable measures and act in good faith to resolve the dispute. Should this not be possible, both sides agree to consider Alternative Dispute Resolution (ADR).