

Terms and Conditions

Clare Saunders, trading as Dr Clare Science Tutor

Contact details:

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Introduction:

If you buy services from Dr Clare Science Tutor you agree to be legally bound by the Terms and Conditions of this contract, as set out in this document.

You will be asked to confirm that you agree to these Terms and Conditions. This will be in the form of an electronically generated consent form, via MS Forms. This will be communicated to you via email.

I will provide you with this information in a clear and understandable way in this document.

This document will be shared with you once you have arranged your first paid session with me. This will be:

- 1) After the initial 'Meet and Greet' session, and;
- 2) After the complementary 30 minute 'Taster' session.

This document contains the following information:

1. What I provide;
2. My qualifications;
3. Getting started – the 'Meet and Greet' Session;
4. The 'Taster Session';
5. Regular Sessions: Term Times;
6. Sessions during school holidays/examination leave;
7. Payment process;
8. Attendance/punctuality;
9. Cancellation of a session by you;
10. Cancellation of a session by me;
11. Dates of planned holidays;
12. Planned holidays/school trips for students;
13. Termination of services;
14. Service Delivery Statement;
15. Resources and tools;
16. Complaints;
17. Your privacy and personal information;
18. Variation to terms;

1. What I provide:

I provide one-to-one tuition either on-line or in person (within a 15 mile radius of Bedford) in the following areas:

- KS3 Science
- GCSE and IGCSE Biology and Chemistry
- A Level Chemistry
- One-to-one tuition as a qualified and fully DBS-checked teacher

2. My qualifications:

- BSc in Biochemistry and Biological Chemistry, University of Nottingham, 1997
- PhD in Biochemistry, UEA Norwich/John Innes Centre Norwich Research Park, 2001
- PGCE in Secondary Science, University of Hertfordshire, 2005
- Certificate in Initial Teacher Training (Mentoring), Homerton College, University of Cambridge, 2008

3. Getting Started – the ‘Meet and Greet’ Session:

Following your initial enquiry and a brief telephone chat, I will set up a 15-20 minute ‘Meet and Greet’ with you - the parent - and the student. We will then agree a time for the 30 minute, free Taster Session.

4. The ‘Taster Session’:

This session is 30 minutes in length and is free of charge.

This may occur during a timeslot that your child would potentially occupy, or at another mutually convenient time.

The aim of this session is to enable students to experience my teaching approach to enable them to decide whether they would like to proceed with sessions. I will also use this session to find out more about:

- 1) Any topic areas which require focus
- 2) Preferred learning styles
- 3) Any SEND/access arrangements
- 4) Desired frequency of sessions and available time slots
- 5) Whether additional homework is desired between sessions

and, in the case of on-line sessions:

- 1) Preferred communication
- 2) Lesson delivery – platforms and resources
- 3) Sharing teaching resources

5. Regular Sessions: Term Times

For the academic year 2025-26 my tuition slots are at the following times:

*these sessions may be subject to slight changes in start time, depending upon travelling time between sessions

Tuesdays (online only)	Wednesdays (in person or online)*	Thursdays (in person or online)*	Fridays (in person or online)*	Saturdays (online only)	Sundays (online only)
4:30pm-5:30pm	4:30pm-5:30pm	4:30pm-5:30pm	4:30pm-5:30pm	9:00am-10:00am	9:30am- 10:30am
6:00pm-7:00pm	6:00pm-7:00pm	6:00pm-7:00pm	6:00pm-7:00pm	10:30am- 11:30am	11:00am- 12:00pm
7:30pm-8:30pm	7:30pm-8:30pm	7:30pm-8:30pm	7:30pm-8:30pm	12:00pm- 1:00pm	

6. Sessions during school holidays/examination leave:

I am also able to offer alternative times during school holidays and during periods of examination/study leave.

7. Payment Process:

- In relation to all services, I will invoice you via the email address you provide.
- Invoices are sent out on the last day of the calendar month using the Xero accounting package.
- You will be invoiced for the number of sessions your child has attended during that month, at a charge of £50 per one hour session.
- Payments shall be due by the 14th day of each month following the first session, and on the same date monthly thereafter and you will be required to make payment to my business bank account.
- Payment should be made by bank transfer. My business bank account details can be found on your invoice.
- Please note that my bank account is a Barclays business account, the account name is **Dr Clare Science Tutor**.
- Please use your invoice number as payment reference for each payment, for ease of identification.
- I reserve the right to increase my hourly rate at the start of the new calendar year (1st January), fiscal year (5th April) or academic year (1st September), provided that I have given you at least 4 weeks' written notice of any such increase.

Where you do not wish to continue with the service following notice of any increase, you are entitled to terminate your agreement with me prior to the increase taking effect. If you do not notify me of your intention to cancel following any notice to increase prices, you will be deemed to accept the price increase and will accordingly be charged the new price once the increase has come into effect.

8. Attendance/punctuality:

It is your sole responsibility to ensure that your child attends their session on the day and at the time, agreed between myself and you.

If for any reason your child is late for a session, the service shall only continue to the end of the allocated session slot agreed between you and us and will not be extended beyond this.

I commit to being punctual to sessions, with the exception of unforeseen circumstances, namely:

- 1) Power outage or disruption to WiFi provision, in the case of online sessions
- 2) Traffic congestion/problems, in the case of in person sessions

In the event of such circumstances I shall endeavour to contact you as soon as possible to inform you of any delay.

9. Cancellation of a session by you:

If your child is unable to attend a session you should let me know as soon as possible by email telephone call or What's App message.

All messages received 24 hours or less before a session will incur payment at 50% of my hourly rate. Where possible and depending upon availability, I will seek to provide an alternative day and time for the session.

10. Cancellation of a session by me:

In the unlikely event that I need to cancel a session, I shall provide you with as much notice as possible and will seek to reschedule at a time which suits you. I do not charge for any sessions that I have to cancel.

My carrying out of services may from time to time be affected by events beyond my reasonable control (power cut, adverse weather affecting internet provision, maintenance by our online providers for example). If so, and having made reasonable efforts to limit the effect of any of those events and having kept you informed of the circumstances, I reserve the right to cancel and/or reschedule the provision of those particular services to an alternative date and time as I deem necessary.

I reserve the right to reschedule any individual session without giving reason.

11. Dates of planned holidays:

I reserve the right to take my holidays at any time during the year.

I endeavour to take my personal holidays at times when there is less demand for tuition, for example in the lead up to exams and mock exams.

My planned holidays for the academic year 2025-26 are set out below

Monday 6th October 2025 to Friday 17th October 2025

Friday 14th November to Sunday 16th November 2025

Wednesday 1st April 2026 to Friday 10th April 2026

Saturday 9th May 2026 to Saturday 16th May 2026

Before these absences I will ensure that, if needed, resources and independent work are assigned to each student.

I will also always endeavour to:

- provide three weeks' notice of planned leave, and
- ensure reminders of my absence are given in good time

12. Planned holidays/school trips for students:

If family holidays/school trips are planned, I request that you give me as much notice as possible in order to assist with my planning.

13. Termination of services:

You have the right to terminate my services at any time and without giving any reason, providing that no less than two weeks' notice is given.

I reserve the right to terminate provision of my services to you at any time and without giving any reason. I will provide a minimum of two weeks' notice of termination. Where possible, I will support you in finding an alternative tutor.

14. Service delivery:

Whilst I believe that my tuition services will enhance your child's confidence, skills and learning, no guarantee is given by me as to the level of your child's skills/ability following the delivery of my services.

In agreeing to these Terms and Conditions you recognise that my tuition services are designed to support and to enhance a students' learning in school, not to fully re-teach an entire specification/syllabus.

15. Resources and tools:

I use some third party providers to enable access to my online services and follow up activities. These providers may update their service and I will seek to let you know when this happens. It is your responsibility to ensure you are using the most up to date version of these platforms to ensure your sessions run as smoothly as possible. I accept no responsibility for updating affecting your service.

16. Complaints:

Should you have a complaint the way in which services are delivered, you should contact me immediately. I will seek to investigate all complaints and reply to you within 48 hours.

17. Your privacy and personal information:

My Privacy Policy will be sent to you via email.

Your privacy and personal information are important to me. Any personal information that you provide to me will be dealt with in line with my Privacy Policy, which explains what personal information I collect from you, how and why I collect, store, use and share such information, your rights in relation to your personal information and how to contact me if you have a query or complaint about the use of your personal information.

18. Variation to terms:

I reserve the right to check and update these Terms and Conditions on an annual basis.

Following any updates, my most up to date Terms and Conditions document will be circulated to you.

Clare Saunders

Updated 6th September 2025