



# London Science Tutors

Specialists in Science and Maths Education

[www.LondonScienceTutors.com](http://www.LondonScienceTutors.com)

We believe that we have the strongest Science and Maths tutoring team in London.

Our tutors undergo a rigorous selection process before joining London Science Tutors. They are not only very bright and passionate about science; but are also clear and effective communicators of complex scientific ideas and concepts, as well as having a friendly and approachable personality.

The team has an exceptional educational background – all tutors having studied at Cambridge, Oxford, Imperial or UCL. All are very knowledgeable in their areas of teaching; most of our tutors being talented young scientists, doctors in training or aspiring researchers. In addition, many are actively involved in science education and communication projects.

## Terms and Conditions

### General

Once a tutoring position has been confirmed, you enter into a contract between you (either as the student, or the student's parent/guardian) and the tutor. For the avoidance of doubt, each tutor registered with London Science Tutors is self-employed and London Science Tutors acts solely as an agent for the tutor.

### Environment

You are responsible for finding a suitable environment in which tuition can take place. The suitability of such an environment remains at the absolute discretion of London Science Tutors at all times.

### Fees

Fees will be pre-determined for each tutor placement and confirmed by email. The price of hourly tutoring is dependent on the experience level of the tutor. The price that a tutor charges will be confirmed via email when candidate profiles are sent to you for consideration.

Travel is not charged within central London (zones 1 and 2). The client may be expected to pay for the tutor's travel if the client resides outside of the central London area (zones 1 and 2). This will be agreed prior to tutoring commencing. Additional children in the same lesson are charged at an extra £10 per hour.

### Payment

After the time and date of the first session has been arranged, an invoice for just one session will be sent to you by email. You agree to make payment in full before commencement of tuition

Following the first session, we will follow up with you to ask if you would like to continue with sessions and on what basis. A new invoice will then be sent to you by email for further tuition sessions. Due to the high demand for our tutors, sessions must be confirmed by payment in advance.

Your tutor keeps a timesheet. You should sign this at the end of each session. We also suggest that you keep your own record of tuition dates and times. The tutor submits the timesheet to London Science Tutors at the end of each calendar month. London Science Tutors pay its tutors directly so no money should be exchanged between the client and the tutor.

Invoices must be paid within five working days of the date of the invoice. You may pay your invoice by BACs bank transfer or Direct Debit.

LST reserve the right to take reasonable further action in the case of invoices for completed work not paid within 30 days of the stated due date.

### **Cancellation Policy**

Please ensure that you and the tutor are agreed on the arrangements for each lesson. If you need to cancel or change a lesson, please call the tutor directly and e-mail LST. At least twenty four hours notice should be given in the event of cancellation for any reason whatsoever unless the cause is deemed by LST to be unavoidable.

If twenty four hours notice is not given, the client will pay the full fee for the missed consultation. If you cancel your lesson more than twenty four hours in advance, you will not be charged. Unused lesson credits are eligible for a full refund.

Both the client and the tutor must give reasonable notice of any holiday commitments they may have; and any changes to the tuition timetable necessary because of illness. An alternative date will be arranged.

### **Guarantee**

We will endeavour to introduce to you a suitable tutor to carry out tutoring of such nature (i.e. subject and level) as you shall notify us.

If you have a complaint against the Tutor or against us, you must inform us of that complaint within 24 hours of the occurrence that gave rise to it by sending an email to [office@londonsciencetutors.com](mailto:office@londonsciencetutors.com).

London Science Tutors supplies as agent each tutor in good faith and in the belief that he or she will perform to the best of his or her abilities. All tutors are interviewed by LST and assessed to ensure that they are knowledgeable, personable and clear communicators. Because our tutors are self-employed, not all are DBS checked. We strive to provide the best possible tuition service. However, we will not be held accountable or responsible for the academic success or lack thereof demonstrated by the student/client.

Any opinion expressed by the tutor is not necessarily an expression of the opinions of London Science Tutors.

### **Private Arrangements**

Clients are not permitted to make private arrangements for tuition with tutors introduced by London Science Tutors. All future arrangements with a London Science Tutors tutor should be made through London Science Tutors. By confirming a tutoring position, you undertake not to make any such arrangements with any tutor registered with London Science Tutors.

**Liability**

London Science Tutors cannot be held liable for any damages, loss or expense caused by any tutor introduced by us to any client.

**Responsibilities**

A tutor is not responsible for chaperoning minors, nor guarding a house and household effects while tutoring. Please ensure that a responsible adult is on the premises at all times.

**Data Protection Act**

London Science Tutors uses client data for the purposes of the services that it provides. Clients providing personal data consent to the use of that data by London Science Tutors for the purpose of effecting introductions to tutors, for billing and fee collecting purposes and to enable London Science Tutors to contact the client from time to time.

**Privacy Policy**

London Science Tutors maintains a strict policy of client confidentiality. Any information provided to us in the normal course of business is deemed by us to be held in total commercial confidence - we are strongly committed to your right to privacy.

We will only collect personally identifiable information (such as name, contact details, profile information) that is specifically provided to us by clients.

Unless you indicate otherwise, the personally identifiable information collected will be used to service your request (and any similar future requests) and to keep you informed about our services.

London Science Tutors will not give or sell any personally identifiable information to any third party companies, organisations or individuals.

**Jurisdiction**

These terms and any non-contractual obligations arising out of or in connection with them shall be governed by English law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

London Science Tutors reserves the right to alter these terms and conditions. We will, however, notify you in writing of any changes.

Unless otherwise agreed in writing by a Director of London Science Tutors, these Terms and Conditions shall prevail over any other terms of business or conditions put forward by you. No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a Director of London Science Tutors.

**Please note that acceptance of our services will be taken to represent agreement to these Terms and Conditions.**