

Terms and Conditions for Positive Progress

Introduction Welcome to Positive Progress Tuition. You agree to the following Terms and Conditions by enrolling in our tuition services.

Please read them carefully before signing up.

2. Enrolment & Registration

- All students must complete the registration process before attending any classes after their initial free trial
- Registration fee is £50 and is non-refundable.
- Any changes to personal details must be updated with the administration team. Please ensure you email admin@positive-progress.co.uk to request changes

3. Fees & Payment

- Tuition fees must be paid monthly in advance as per the agreed schedule.
- Late payments may result in additional charges or suspension of lessons.
- Fees are non-refundable unless agreed upon in writing by the management.

4. Class Schedule & Attendance

- Students are expected to attend all scheduled classes punctually and with all books and equipment they have been provided with by the centre
- Any absence must be notified 48 hours in advance and in writing to admin@positive-progress.co.uk.
- Catch-up classes are subject to availability if there is 48 hours' notice or more given in writing
- Where catch-up classes are given, these must be arranged by the parent and taken within seven days of the original class
- The centre reserves the right to reschedule or cancel classes if necessary.

5. Holidays

- The centres have set shutdown times as detailed below. All holidays coincide with the Liverpool school holidays as much as possible:
 - October half term – one week
 - Christmas – two weeks
 - February half term - one week

- May half term - one week
- Fees are still due for the shutdown window. This is because some months students will get a five-week month, so the weeks balance out over the years

6. Code of Conduct

- Students must behave respectfully towards teachers, staff, and peers.
- Any disruptive behaviour may result in disciplinary action or expulsion without refund.
- The use of mobile phones is not allowed during lessons.

7. Study Materials

- All learning materials provided by the tuition centre remain the centre's property.
- Students are responsible for bringing their required books and stationery to class.

8. Health & Safety

- Parents/guardians must inform the centre of any diagnosed medical conditions
- In case of emergency the centre will call an ambulance before calling parents, to ensure rapid attention is given
- Please refer to the administering medication policy on our website for further details on use of medication in the centre
- A yellow lanyard will be provided for the student to wear in their session, unless advised otherwise by parents
- Parents are responsible for advising and updating the tuition of changes in their child's medical needs
- Parents must ensure that they review the fire evacuation video with their child prior to their child starting at the centre
- The tuition centre is not responsible for injuries occurring on the premises unless due to negligence.

9. Cancellations & Refunds

- If a student withdraws, one month's notice from the date written notification is received is required to process cancellations.
- Refunds (if applicable) will be issued at the discretion of the management.

- In case of unforeseen circumstances (e.g., natural disasters, pandemics), classes may be rescheduled or moved online.

10. Liability & Disclaimer

- The tuition centre is not responsible for any lost or stolen belongings.
- While we strive for academic excellence, we do not guarantee specific grade improvements.

11. Privacy Policy

- Personal information collected will only be used for administrative purposes and will not be shared without consent.
- Please refer to our website for full details of our Privacy Policy
- The tuition centre may use student photos for promotional purposes unless a written opt-out is provided.

11. Amendments

- The tuition centre reserves the right to amend these terms at any time.
- Changes will be communicated accordingly.

By enrolling at Positive Progress Tuition, you acknowledge and agree to abide by these Terms and Conditions.

For any enquiries, please contact admin@positive-progress.co.uk or call the centre on 0151 226 2749. If there is no answer, please leave a voicemail and a team member will get back to you as soon as it is picked up. This is usually within 4 hours in the normal working day. Where messages are left outside working hours or at the weekend, response time is expected to be within 4 hours of the start of the next working day.

On behalf of the child

Signed by:

Parent of:

Date:

On behalf of Positive Progress

Signed by:

Date: