



Terms and Conditions for Bright Owl Online Tutoring

Bright Owl Tutoring™ provides tuition services under the following terms and conditions and reserves the right to update these terms. Clients will be notified of any changes in writing.

Consent and Agreement

- For students under 18, a parent or guardian must consent and agree to these terms before tuition begins.

Specific Terms

- Clients must agree to the specific terms for their chosen type of tuition (one-to-one or group lessons) before starting sessions.
- Bright Owl Tutoring offers personalized, one-on-one online tutoring to students around the world. Sessions are designed to be engaging, effective, and tailored to each child's individual needs.

Initial Free Consultation for New Clients:

I offer a complimentary 15-minute consultation via zoom to discuss your child's learning needs and goals. This session allows you to ask questions and explore the best tutoring approach for your child. Please enquire for further details or place a booking via the website.

Tutoring Fees

Online Tutoring:

- **1:1 50-Minute Session:** £55
- **Group Session (50-Minutes):** £40 per student (minimum of 3 participants maximum of 6)

In-Person Tutoring:

- **1:1 60-Minute Session:** In-person sessions are currently available in Zürich, Switzerland (limited availability). For pricing and inquiries, please contact me directly.

Packages and Discounts:

If you would like to book sessions in packages of 5 or 10 and benefit from a discounted rate, please reach out via the contact form. Discounts are applied as follows:

- **5-Session Package: Book 5 lessons for £275 and save 5%, with a discounted total of £260.**
- **10-Session Package: Book 10 lessons for £550 and save 10%, with a discounted total of £495.**

(Note: Exchange rates may vary for non-GBP payments)

Payment Information

All lessons and packages must be paid in advance to secure your booking and any applicable discounted rate. If payment is not received prior to the session, the lesson will not take place.

- **Online Sessions:** Payment is required at the time of booking through PayPal, or, card payment is accepted when booking via the website.
- **In-Person Sessions:** Payments can be made via bank transfer or TWINT. Please contact me via email to arrange payment and confirm availability.
- **Currency:** All prices are listed in GBP (£). International clients may see slight variations due to exchange rates when paying by PayPal or credit/debit card.
- **Payment Processing:** All payments will be processed in GBP. Clients paying in another currency are responsible for any currency conversion fees.

Cancellation Policy

Time Zone: All lesson times and cancellation policies are based on GMT (Greenwich Mean Time). Please ensure you convert your local time to **GMT** when scheduling or rescheduling appointments.

General Cancellation Guidelines

- **For Zoom** consultations, please provide at least 24 hours' notice if possible.
- **24-Hour Notice for Single Lessons:** Clients must email mscatherine@brightowltutoring.com at least 24 hours before the session to receive a full refund.
- **Refunds:** Refunds can take up to **5 business days** to process, whether via PayPal or card payment.
- **No-Shows or Same-Day Cancellations:** No-shows or cancellations made on the same day will be charged at the full session rate.



1:1 Single Lessons

- **Full Refund for Cancellations:** You can cancel or reschedule individual lessons up to **24 hours** in advance for a full refund.
- **Late Cancellations:** Cancellations made within **24 hours** of the lesson will not be refunded.

Package Bookings (5 or 10 Lessons)

Non-Refundable Packages: Once a package of 5 or 10 lessons is paid for, it is non-refundable. However, individual lessons within the package can be rescheduled with at least 48 hours' notice.

Unused Lessons: Any unused lessons can be cancelled and rescheduled through your account, provided this is done at least 48 hours before the scheduled lesson time.

Expiration of Package: Unused lessons in a package will expire 3 months (90 days) from the date of the first lesson, unless otherwise agreed upon.

Exceptions & Emergencies

In case of genuine emergencies or unforeseen circumstances (e.g., illness, family emergencies), we may offer flexibility in rescheduling or provide partial credit at our discretion. Please contact us as soon as possible to discuss any such situations.

Tutor Sickness

If I, the tutor, am ill, there will be no charge for the cancelled session. I will aim to provide at least 24 hours' notice and will work to reschedule the session. If a session cannot be rescheduled, a full refund will be issued.

Session Requirements: Online Sessions

Technology Requirements for Online Sessions:

- **Pencil Spaces Platform**
[Pencil Spaces](#) is the main platform for all tutoring sessions, chosen for its safety and user-friendly design. It is especially easy for young children to navigate, with intuitive tools that make learning interactive and accessible. I am also trained in using Pencil Spaces effectively within my lessons to enhance the learning experience.
- Once logged in, you will have full access to Pencil Spaces.
- **Access to Zoom** may also be required as a backup in case of any technical issues. A Zoom meeting link with an embedded passcode will be provided if needed. In rare cases of further technical difficulties, alternatives like **Google Meet** or **Skype** may be used.
- **Punctuality:** Clients are expected to log in at the agreed time for each session. If there are connection issues, I will wait for up to **15 minutes** before cancelling the session. Please note that if the session is cancelled due to late arrival, it will be considered a missed lesson and no refund will be provided.

In-Person Sessions

- **Location:** Sessions will take place at an agreed-upon location conducive to learning. The environment should be quiet and free from distractions.
- **Supervision and Health & Safety:** An adult must be present at home during in-person sessions. The door to the room should remain open, or the area must be visible to other household members.
- **Materials:** Students should be prepared with necessary materials (e.g., pencils, paper, a suitable desk or table).

Student Conduct

- **Punctuality:** Sessions will end at the scheduled time regardless of the student's arrival time. No extra time will be added for late arrivals.
- **Respectful Behavior:** Disruptive or disrespectful behavior will result in immediate termination of the session without a refund. Abusive or discriminatory conduct is not tolerated in either online or in-person settings.
- **Dress Code (Online):** Students must be appropriately dressed for online lessons. Inappropriate attire will lead to session termination.

Student's Needs and Medical Conditions

- Clients must inform the tutor of any special educational needs or medical conditions that could impact the tuition.

Intellectual Property

- Teaching materials provided by Bright Owl Tutoring are for personal use only. Copying, sharing, or online posting of materials is prohibited.

Snacks

- Snacks should generally be consumed before or after lessons.

Late Attendance by Tutor

- If I am late due to unforeseen circumstances, I will notify the client as soon as possible and extend the session if feasible.

Communication

- All communication, including session feedback, invoices, and bookings, will be conducted via email.



Student Progress and Parental Involvement

- Feedback on the student's progress and suggested next steps will be provided via email after each session.

Limitation of Liability

- While I strive to deliver effective tutoring, I cannot guarantee specific academic outcomes due to factors beyond my control.

Qualifications and Training:

I am a qualified teacher holding QTS (Qualified Teacher Status) in the UK, with additional training in international teaching practices, including the International Baccalaureate Primary Years Programme (PYP). I have extensive experience working in diverse educational settings, including international schools, and with students who have SEN (Special Educational Needs), EAL (English as an Additional Language), dyslexia, Asperger's, and ADHD. Official copies of my teaching certifications can be provided upon request.

Safeguarding and DBS (The Disclosure and Barring Service)

My safeguarding training is regularly updated, with the most recent update completed in November 2024. I am also a proud member of [The Tutors Association](#). For more information on safeguarding, please refer to the safeguarding policy available on the website. I am also registered with the DBS Update Service and can provide a copy of my renewed DBS check upon request.

Data Protection:

Bright Owl Tutoring™ is registered with the Information Commissioner's Office (ICO) under registration number C1617391. I am committed to protecting your personal data in compliance with the Data Protection Act 2018 and UK GDPR. For more details, please see my Privacy Policy.

Agreement

By commencing tuition with Bright Owl Tutoring™, clients agree to these terms and conditions. Please review and submit your signed agreement to mscatherine@brightowl tutoring.com at least **24 hours before your first lesson**.

I agree to the outlined terms and conditions:

Signature: _____

Date: _____