

Terms and Conditions for Bright Owl Online Tutoring

Bright Owl Online 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 10-minute consultation 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.

Tutoring Fees

Online Tutoring:

- **1:1 50-Minute Session:** CHF 60
- **Group Session (50-Minutes):** CHF 40 per student (minimum of 3 participants maximum of 6)

In-Person Tutoring:

- **1:1 60-Minute Session:** CHF 120 (Limited availability, please enquire)

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:** 5% discount on the standard session rate.
- **10-Session Package:** 10% discount on the standard session rate.

All packages must be paid in advance to secure the discounted rate.

Payment Information

- **Payment in Advance:** Payment is required when booking your online session through Paypal. For in-person sessions, payments can be made via bank transfer or TWINT.
- **Currency:** All prices are listed in Swiss Francs (CHF). International clients may see slight variations due to exchange rates when paying via PayPal.
- **Payment Processing:** All payments will be processed in CHF. Clients paying in another currency are responsible for any currency conversion fees.

Cancellation Policy

- **24-Hour Notice:** Clients must email mscatherine@brightowltutoring.com at least 24 hours before the session to receive a full refund.
- **No-Shows or Same-Day Cancellations:** Will be charged at the full session rate.

Tutor Sickness

- If I, the tutor, am ill, there will be no charge for the canceled session. I will aim to provide at least 24 hours' notice and reschedule the session.

Session Requirements

Online Sessions

- **Technology:** Access to Zoom is required for online sessions. A meeting link with an embedded passcode will be provided. In case of technical issues, alternatives like Google Meet or Skype may be used.
- **Punctuality:** Clients should log in at the agreed time. I will wait up to 10 minutes for connection issues before canceling the session.

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.

Safeguarding

- I am registered with the DBS update service and a member of The Tutors Association. Please refer to the safeguarding policy for further details.

Snacks

- Snacks should be consumed before or after lessons unless medically required.

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.

Agreement

By commencing tuition with **Bright Owl Tutoring**, clients agree to these terms and conditions.

Please submit your agreement to mscatherine@brightowltutoring.com.

I agree to the outlined terms and conditions:

Signature: _____

Date: _____