

## Terms and Conditions

### Bella Learning

#### SAFETY

An enrolment form including all details of the student needs to be completed and returned prior to the commencement of the first session. Two emergency phone numbers need to be given.

Parents are required to be contactable during the hours that their child is at Bella Learning.

In the event of an emergency, medical services will be contacted. Next of kin will be notified.

Students with medical needs are required to bring requisite emergency medical equipment to class, for example, an inhaler, EpiPen, etc.

Students are required to bring in any aids that they utilise for educational purposes, for example, glasses.

Covid restrictions, fire safety rules, and health and safety rules all apply.

Parents/guardians are to drop off children to the tutor at the door of 33B.

Do not drive down the alleyway for drop off or pick up.

For pick up, children will be dismissed by the tutor to the parent/guardian from the door of 33B.

If another adult is to collect your child, please notify us in advance. Children will not be handed-over to unknown carers.

Parents/guardians will not be allowed into the building unless pre-arranged with Bella Learning.

#### FEES

Fees shall be calculated at the rate of £30 per hour of group tutoring.

Additional weekly lessons are £25 per hour. Sibling discount of -£20 applies per sibling per term.

Fees may be adjusted from time to time and shall become effective after having given notice.

## PAYMENT

Payment shall be made on receipt of invoice, usually 2 weeks before the term starts.

Payment must be made by the date given on invoice in order to hold the tuition space after which the space may be made available to others.

Bella Learning reserve the right to deny access to students who have not paid in advance of the session.

Bella Learning offers a variety of payment options and does not want difficulty with payment to prevent any child access tuition. Please contact us to discuss how

we can help.

## SCHEDULE OF LESSONS

Term dates are given with the invoice.

These dates will be upheld unless extenuating circumstances.

If sessions need to be cancelled due to unforeseen events, we will notify you by text message and look to replace the session another time or refund the fees.

We reserved the right to cancel sessions.

## LATE ARRIVAL AND CHANGE OF SCHEDULE

Fees are calculated according to the scheduled time agreed upon by the tutor and student.

No adjustment to fees shall be made for time due to late arrival by the student or by early termination of session by the student.

Fees cannot be deducted for missed sessions. Once payment has been made for the term, refunds cannot be issued. Bella Learning runs a specific curriculum and expects students to attend all sessions they sign up for.

If there are specific circumstances such as illness or family events, there may be the opportunity to join another similar session the same week at the tutor's discretion. Please note that this can only be used once a term.

#### NO WARRANTIES

Whilst it is hoped that the student will improve his/her skills, Bella Learning cannot guarantee that its tuition services will enable the student to pass the relevant exams or achieve entrance to their desired schools.

#### TERMINATION

This tutoring contract may be terminated by either party at any time at the end of any half-term.

#### EXPECTATIONS

We expect our students to adhere to our behaviour rules which include raising hands, remaining in allocated seat and not disturbing the learning of others.

#### CONSENT

By using our tuition services, you consent to the collection, use, and storage of the personal data as outlined in our privacy policy.

#### DATA RETENTION

We retain personal data for as long as necessary to fulfil the purposes for which it

was collected and to comply with legal obligations.

You have the right to access, rectify, and delete the personal data held by Bella Learning. If you would like to exercise these rights or have any questions regarding the processing of the personal data, please contact us on [info@bellallearning.co.uk](mailto:info@bellallearning.co.uk).

While we strive to protect personal data, no method of transmission over the internet or electronic storage is completely secure. Therefore, we cannot guarantee absolute security of personal data.

#### LIMITATIONS

All course materials and exam papers are subject to copyright©. Photocopying or any other means of electronic reproduction are strictly prohibited without prior written permission from Bella Learning..

#### COMPLAINTS

All complaints need to be made in writing and emailed to [info@bellallearning.co.uk](mailto:info@bellallearning.co.uk). We will respond to complaints within seven days.

#### ACCIDENT, LOSS OR DAMAGE

Bella Learning accepts no responsibility or liability for personal accident or loss or damage of property.

#### INSURANCE

Bella Learning is covered by public liability insurance