



Bookings Policy

Approval Date: 14-MARCH-2020

Approved By: Brad James

Review Date: 14-MARCH-2023

Bookings Policy

This policy lists terms and criteria that must be adhered to, failing to follow this policy will invalidate a booking.

1. You must book all sessions at least 24 hours in advance.
2. All of your sessions must take place at the registered address on your account, unless this has been confirmed and agreed with your tutor at least 24 hours in advance of the session taking place.
3. All bookings made at short notice (less than 24 hours notice) will be considered a provisional booking until the tutor confirms that they can take the session, and that the session has been paid for in advance and that the tutor confirms confirmation of the payment.
4. An email will be sent between 12 and 24 hours before the session is due to start.
5. A text message will be sent on the day of your session, at least one hour before the session.
6. Once a session has been successfully booked, you will receive an automated message confirming the details of your session.
7. You may only book a session through the online booking system, or through your tutor, this will need to be booked at least 24 hours in advance of the session taking place. Failure to give 24 hours notice will result in the booking being cancelled.
8. If a session is cancelled with less than 24 hours notice then the customer will be liable for the charge of the sessions, if sessions are purchased in bulk, then a session will be removed from the total amount of remaining sessions.
9. If a tutor cancels a tuition session with less than 24 hours notice, then the customer will be liable for compensation, depending on the circumstances, this will generally result in a free hour session being applied to the customer's account, however, this is up to the discretion of the tutor.
10. A text message and email will be sent at the end of each session (when booking in bulk) which will give an indication as to the number of sessions which the customer has remaining.
11. If a session has been conducted a payment will be required for the session immediately after the session has been completed. This can be paid via any of the methods identified below. Failure to make a payment will result in a 10% charge being applied each day to the amount which is owed, after a total of 30 days a debt recovery agency will be instructed to collect the balance. Various text message and email reminders will be sent out during the 30 day period.
12. Failure to make a payment for a session which has already been completed will result in the following action being taken.
13. When purchasing a bulk number of sessions up front, a full payment will be required to secure the booking which will remove the time slot and means that this will not be available for anyone else to book.
14. A contract agreement will be sent electronically to the customer's registered email address once payment has been received, failure to sign the document will result in all further sessions being suspended until the document has been signed. A text message and email reminder will be sent in regards to this.
15. If a bulk number of sessions have been booked, when the customer has 2 sessions remaining, their slot will become available for someone else to book, unless the customer would like to re-book the time slot, which will secure them with the booking of the same time and date each week.
16. If a customer has any sessions and has not redeemed them within 28 days, they will be cancelled with no refund given. This does not mean if a

customer books a bulk number of sessions, they need to be used within 28 days, this is generally for the purpose of students who take a break between bookings.

17. Online sessions will be booked in the same way, if you do not currently have a tutor but are looking to book an online session, please email: Info@mrjamesmathstuition.co.uk for further information.

Online sessions will be conducted using either of the following platforms, (whichever is easiest and most convenient for the tutor and customer).

- Facebook Messenger
- WhatsApp
- Facetime
- Teams (Skype)
- Mr James Maths Tuition VLE

Students will be required to access their online account on the Mr James Maths Tuition website.

If a student has not paid for their sessions in bulk, then a payment will need to be made at least 24 hours in advance using any of the payment methods below, if a student has paid for a bulk number of sessions up front, then a session will be deducted in the amount that the session takes place, in the same way in which face to face sessions are conducted.

18. Payment will be taken online from students.
- a. Cash payments are acceptable on the day. Tutors will provide you with a receipt, and will record the payment online.
 - b. Payments can be taken using:
 - i. Debit Card
 - ii. Credit Card
 - iii. Cash
 - iv. Android Pay
 - v. Apple Pay
 - vi. Bank Transfer