



Bookings Policy

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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. For online sessions, sessions will take place using the student's registered Microsoft Teams account.
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, and a text message will be sent within 30 minutes of the booking taking place.
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 (for example, if a student has a 2 hour booking, then 2 hours will be deducted from the total).
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 an 8% charge being applied to your account, this is an 8% charge of the amount which is owed, after a total of 30 days, if the amount still hasn't been paid, 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. 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, failure to make payment within 24 hours of the agreement taking place will render you liable for a £30.00 fee for administration purposes, your sessions will also be cancelled at this point, and you will be required to start the process again.
13. A contract agreement will be sent electronically to the customers 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. A further 24 hours will be given to sign the document, at which point, the booking will be cancelled. Various Text messages and email reminders will be sent during this period.
14. 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.
15. If a customer has any sessions remaining and has not redeemed them within 28 days, they will the sessions will then be cancelled with no refund will be issued. 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.
16. A booking confirmation form will be sent to the students registered mobile number in the form of a text message at the end of each session, this will need to be completed at the end of each maths tuition session. This form will need to be completed before the students next maths tuition session. Failure to complete this session will result in further maths tuition sessions being suspended. If the form has not been completed within 28 days, all further maths tuition sessions will be cancelled with no refund given.
17. Although we do our absolute best to get every student through their examinations, Mr James Maths Tuition accepts no responsibility for the outcome of examinations. The outcome of the examination is purely down to how the student performs on the day of the examinations and no refunds will be issued under these terms.
18. As part of the bookings process, you will receive a range of text message and email communications before, during and after your sessions. These are for things such as booking reminders, confirmation of bookings, rescheduling and cancelling bookings (this list is not exhaustive). Upon registration, you will automatically be opted in to receive both email, and text message communications. If you do not wish to receive these, or if you would prefer to receive just text message, or just email reminders and communications, then this can be requested by emailing Policies@mrjamesmathstuition.co.uk where an electronic form will be sent to your registered email address. *Please note that these changes will take up to 24 hours to take effect.*
19. When making a booking, you will be required to sign a contact agreement which will need to be signed within, and no later than 24 hour after it has been sent. Failure to sign the agreement will render you liable to the terms and conditions which are stated in the contact agreement, and also the terms and conditions which are identified in the policies which are attached to your booking.
20. Any complaint or dispute which is made after the booking has been concluded will not be upheld. Please note that in accordance with the complaints policy, any complaint

which needs to be made regarding a session must be done within 14 days of the session taking place, in writing by emailing: Complaints@mrjamesmathstuition.co.uk

21. 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
- Microsoft Teams (This will be the primary method, and all students will be set up with an account upon registration).

Students will be required to access their online account using their registered email address and password. If in the event that the student forgets their password, they will need to contact their tutor in order for this to be reset.

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.

22. 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
 - vii. Google Pay

Please note that once your agreement has been signed, failure to comply with the information listed in the policies which are signed as part of your contract agreement will render you in breach of your agreement and your booking will be cancelled with no refund issued.