



Charges Policy

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Approved By: Brad James

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At Mr James Maths Tuition, there will be instances that during the period of your booking, there will be information which needs to be signed electronically. This information could include the following, however, please note that this list is not exhaustive.

- Updates to your booking
- Signing of documentation, such as to confirm a booking
- Consent forms
- Tuition contract agreement

You will be sent a confirmation that a document is due to be signed, this will be sent to both the mobile phone number, via text message and email to your registered email address. You will be given a period of 24 hours to sign the document, the reason for this is due to the time constraints on the system which we use.

The customer will receive several reminders during this time, both via text message and via email which will state that the document needs to be signed. Failure to sign the document within 24 hours will result in the entirety of your booking being suspended. You will then be given a further 24 hours notice to sign the document, at which point, your booking will be cancelled and no refund will be issued.

If the document is not signed within this time, and the document expires, this will result in the customer being charged a total of £30.00 which is for administration purposes, text messages and emails sent, and also the time in which it takes to resend the document. The payment will need to be made within 24 hours after the text message and email is sent informing the customer of this. A new document will then be sent with a signature required within 24 hours.

Please note that failure to make the payment within 24 hours of the email and text message being sent, will result in a fee of 8% fee being applied to the balance, you will then have up to a period of 30 days to clear the balance, if the balance has not been cleared within this time, a debt recovery agency will be appointed to collect the fees which are owed.

The following methods can be used to make payment:

- Debit Card
- Credit Card
- Cash
- Apple/Google Pay
- Bank Transfer
- PayPal

Please note that all sessions will be suspended until the payment has been made. If the student has purchased their tuition booking in advance, and payment has not been received, sessions will be deducted from the students balance, to make up for the payment which is owed. If this has been done, confirmation of this will be sent to the student via text message and email. (e.g. If a student owes £60.00 then two sessions will be deducted from the balance).