

SPARK ACADEMY TERMS AND CONDITIONS

For further safeguarding information, data protection, compliments, and complaints, please refer to our separate policies — these are available on our website or upon request.

Payment Terms

- All tutoring sessions must be paid for monthly in advance by the 1st of each calendar month, regardless of whether payment is made by parents, guardians, or a third-party funder such as the local authority.
- Advance payment is mandatory to secure lesson times. Sessions will not take place unless payment has been received in full.
- A stand-alone trial session may be booked before committing to a monthly block. This must be paid for at least 48 hours prior to the session, or it will be cancelled.

Please Note: Spark Academy Tutoring Limited is not liable for delays in the start of tuition caused by late or pending payments from local authorities, including delays in initiating EOTAS (Education Otherwise Than At School) or alternative provision packages. Sessions will only commence once formal confirmation and payment arrangements have been made.

Late Payment Charges (Effective from 1st January 2025)

Late payment fees will be automatically applied to your account as follows:

Days LateFee

1–2 days

£5

3–5 days

£10

6–7 days

£20

More than 7 days

£40



If payments are made late more than three times within a 12-month period, your child's place may be forfeited and offered to a student on the waiting list.

Absence and Cancellation Policy

- Unarranged Absences (e.g. illness)
- Please provide at least 24 hours' notice if your child is unwell and unable to attend a session.
- If less than 24 hours' notice is given, the session is fully chargeable.
- A maximum of one session per calendar month may be credited for illness if sufficient notice (24+ hours) is provided.
- For EOTAS/alternative provision students, lessons are fully chargeable, regardless of notice.
- Missed sessions or cancellations not related to illness (including no-shows) are non-refundable and chargeable in full.
- Arranged Absences (e.g. family holidays)
- A minimum of 2 weeks' written notice must be provided to avoid charges for pre-planned absences.
- With sufficient notice, the affected sessions will not be charged.
- For EOTAS and alternative provision, if you wish to make significant changes to your tuition hours, 4 weeks' notice must be given and changes will then be implemented. Any changes will be communicated to the local authority/school to ensure that the correct funding is allocated to parents and carers.
- If you wish to discontinue tuition with Spark Academy Tutoring, we ask for 4 weeks' notice. This ensures that tutors are given fair notice and prevents last-minute cancellations, which are unfair to tutors.
- As a small business, we do not offer refunds for lessons. However, any approved credit will remain on your account and can be used toward future sessions within three months of issue.



Tutor Availability and Absences

- Tutors may offer sessions during school holidays at their discretion. Please enquire directly to discuss availability.
- In the event of tutor illness, we will make every effort to provide at least 24 hours' notice and reschedule the session at a mutually convenient time.
- If rescheduling is not possible, the missed session will be credited to your account.

Safeguarding and Supervision

- A parent or guardian must remain in the vicinity during online sessions to ensure the child's safety and wellbeing.
- All Spark Academy tutors hold a current DBS check.
- For further safeguarding information, please refer to our Safeguarding Policy.

Equipment and Resources

- For online sessions, parents must provide appropriate materials such as a notebook or whiteboard and stationery.
- For in-person sessions, all required resources and materials are provided by the tutor.

Progress Guarantee

While our tutors are committed to helping every child progress and build confidence, academic outcomes cannot be guaranteed. Progress depends on multiple factors including attendance, engagement, and external academic support.

Tutor Qualifications

On rare occasions, a tutor providing tuition through Spark Academy Tutoring Limited may not hold Qualified Teacher Status (QTS). However, these tutors have extensive experience, alternative qualifications, and subject expertise, ensuring they meet our professional standards and the educational needs of our students.

Please note: Tutors without QTS will not provide tuition for funded EOTAS or alternative provision packages.

Agreement to Terms

Tutors at Spark Academy are contracted professionals who provide services exclusively through our company. Approaching or engaging them directly, outside of Spark Academy, constitutes a breach of our terms and conditions. Such actions are taken seriously and may result in legal proceedings to protect our contractual agreements and business interests.

By booking your child's first tutoring session with Spark Academy Tutoring Limited, you confirm that you have read, understood, and agreed to abide by these Terms and Conditions. This agreement applies to all clients, whether tuition is privately funded or funded by a third party such as the local authority.