

SPARK ACADEMY TERMS AND CONDITIONS

Terms and Conditions

For further safeguarding information, please refer to our separate Safeguarding Policy.

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) 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:

- 1–2 days late: £5
- 3–5 days late: £10
- 6–7 days late: £20
- More than 7 days late: £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.
- 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' notice must be provided in writing to avoid charges for pre-planned absences.
- With sufficient notice, the affected sessions will not be charged.

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.
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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 an Enhanced 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 is dependent on multiple factors including attendance, engagement, and external academic support.

Agreement to Terms

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 funded privately or by a third party such as the local authority.