

School To Medic Ltd

Tutoring Services – Customer Agreement

1. Parties to the Agreement

This agreement is between:

School To Medic Ltd, a company registered in England and Wales under company number 17399317, with its registered office at:

Suite 2, Parkway, 5 Parkway Business Centre, 300 Princess Road, Manchester, Greater Manchester, M14 7HR

referred to as “School To Medic”, “we”, “us” or “our”; and

The parent, guardian or adult responsible for arranging and paying for the tutoring, referred to as the “Client”, “you” or “your”.

The child or young person receiving tutoring is referred to as the “Student”.

Where the Student is under the age of 18, the Client confirms that they are the Student’s parent or legal guardian and have authority to agree to these terms on the Student’s behalf.

2. Tutoring Services

2.1. School To Medic provides educational and medical admissions support, which may include:

- GCSE tuition;
- A-Level tuition;
- Subject-specific crash courses
- Medical interview preparation;
- MMI and panel interview coaching;
- Personal statement support;
- UCAT-related support where expressly agreed;
- Workshops, seminars and other educational services.

2.2. The specific subject, service, tutor, lesson length, frequency and price will be confirmed before tuition begins.

2.3. Lessons will be delivered:

- Online through Microsoft Teams

2.4. Lessons may be delivered on a:

- 1:1 basis;
- 1:3 basis,

depending on the package purchased.

2.5. Unless otherwise agreed in writing, a standard lesson will last 60 minutes or 120 minutes.

2.6. Lessons will be planned with reference to the relevant syllabus, specification, admissions requirements or agreed learning objectives. However, School To Medic does not guarantee any particular grade, examination result, interview invitation, offer or university admission.

3. Booking and Availability

3.1. A tutoring booking is only confirmed once School To Medic has confirmed the arrangement and any required payment or payment mandate has been successfully completed.

3.2. Tutor availability may change from time to time. We will make reasonable efforts to maintain agreed lesson times but may need to make changes where necessary.

3.3. Where a tutor becomes unavailable, School To Medic may offer:

- An alternative lesson time;
- An alternative suitable tutor; or
- Another reasonable arrangement agreed with the Client.

3.4. School To Medic will communicate important lesson information and reminders by email and WhatsApp.

4. Fees and Payment

4.1. The Client agrees to pay the fees confirmed by School To Medic before tuition begins.

4.2. Payment may be made by:

- Direct debit (via GoCardless);
- Payment links (via Stripe)
- Bank transfer

4.3. Depending on the package, payment may be required in advance:

- Monthly;
- Per lesson;

4.4. Where monthly payments are agreed, the Client authorises School To Medic to collect the agreed amount on the agreed collection date (1st of every month).

4.5. If a Student begins partway through a billing period, School To Medic will calculate an appropriate pro-rata amount for the initial period.

4.6. If payment is overdue by 1 week, School To Medic will pause all future lessons and decline further bookings. To resume lessons, the outstanding balance must be paid.

4.7. Any bank charges, failed-payment fees or payment-provider charges caused by the Client's failure to maintain valid payment details may be charged to the Client where legally permitted.

4.8. The Client must notify School To Medic promptly if their payment details change.

5. Cancellations and Rescheduling

5.1. 1:1 Lessons

The Client may cancel or reschedule a 1:1 lesson without charge by providing at least 24 hours' notice before the scheduled start time.

Where less than 24 hours' notice is provided, School To Medic will charge 100% of the lesson fee. In light of serious emergencies, there will be no cancellation fee and the lesson will be rearranged.

Where the Client does not attend and has not provided notice, School To Medic will charge the full lesson fee.

5.2. Group Lessons

The Client may cancel or reschedule a group lesson without charge by providing at least 48 hours' notice before the scheduled start time.

Where less than 48 hours' notice is provided, School To Medic will charge 100% of the lesson fee.

Where the Client does not attend and has not provided notice, School To Medic will charge the full lesson fee.

Group lessons require multiple participants. Late cancellations may therefore affect the learning experience and arrangements of other Students.

5.3. Exceptional Circumstances

School To Medic may consider exceptional circumstances, including severe illness, emergencies or other serious unforeseen events, at its discretion.

The Client should contact School To Medic as soon as possible where an exceptional circumstance arises.

5.4. School To Medic Cancellations

If School To Medic cancels a lesson, we will normally offer:

- A replacement lesson;
- An alternative suitable tutor; or
- A refund or credit where appropriate.

No cancellation fee will be charged where School To Medic cancels the lesson.

6. Late Attendance

6.1. Students are expected to attend lessons punctually.

6.2. If a Student arrives late, the lesson will normally finish at the scheduled time unless otherwise agreed.

6.3. Where a Student is more than 15 minutes late without contacting the tutor or School To Medic, the lesson will be treated as a non-attendance.

6.4. Tutors are not required to extend lessons to compensate for lateness.

7. Student and Parent/Guardian Responsibilities

The Client agrees to:

- Provide accurate and up-to-date contact information;
- Ensure the Student attends lessons punctually;
- Ensure the Student has the required equipment and resources;
- Provide a suitable and safe learning environment;
- Ensure the Student has a stable internet connection for online lessons;
- Inform School To Medic of relevant learning needs, disabilities, SEN, medical conditions or other circumstances that may affect the lesson;
- Ensure the Student behaves respectfully towards tutors and other Students;
- Support the Student in completing any agreed preparation or follow-up work;

- Inform School To Medic promptly of any concerns or changes to the tutoring arrangements.

The Student is expected to:

- Participate appropriately;
- Treat tutors and other Students respectfully;
- Follow reasonable instructions;
- Avoid disruptive, abusive or inappropriate behaviour; and
- Use online platforms responsibly.

8. Tutor Responsibilities

School To Medic will use reasonable care and skill when delivering its services.

Tutors will aim to:

- Deliver structured and appropriate lessons;
- Tailor teaching to the Student's needs where reasonably possible;
- Provide relevant explanations, exercises and feedback;
- Maintain professional boundaries;
- Follow School To Medic's safeguarding and conduct procedures; and
- Communicate relevant progress or concerns to the Client where appropriate.

School To Medic does not guarantee:

- A particular examination grade;
- A particular UCAT score;
- An interview invitation;
- A university offer;
- Admission to medical school; or
- A particular rate of academic progress.

9. Safeguarding and Professional Conduct

9.1. School To Medic takes safeguarding seriously and requires tutors to follow its safeguarding procedures.

9.2. Tutors must maintain appropriate professional boundaries with Students.

9.3. Communication with Students should take place through approved communication channels (Whatsapp parental group chats or lesson group chats) and in accordance with School To Medic's policies. Students and tutors must not contact each other privately. If this

occurs, the Client must contact the Designated Safeguarding Lead, Rajjan Singh, immediately with the contents of the conversation.

9.4. Parents/guardians remain responsible for ensuring that the Student has appropriate supervision before, during and after online lessons where necessary.

9.5. School To Medic may take reasonable steps where there are safeguarding, welfare, conduct or professional-boundary concerns.

9.6. Serious misconduct, abusive behaviour, harassment, inappropriate communication or behaviour that places another person at risk may result in the immediate suspension or termination of tuition.

10. Lesson Recording

10.1. Where online lessons are recorded, School To Medic will inform the Client and Student before recording begins.

10.2. Recordings may be used for:

- Safeguarding;
- Quality assurance;
- Tutor training;
- Reviewing lesson delivery; and
- Investigating complaints or incidents.

10.3. Recordings will be stored securely and accessed only by authorised individuals who have a legitimate reason to access them.

10.4. Recordings will normally be deleted after 120 days, unless they need to be retained for safeguarding, legal, regulatory, complaint-handling or other legitimate purposes.

10.5. The Client should contact School To Medic if they have questions about lesson recording or the handling of recordings.

11. Data Protection and Privacy

11.1. School To Medic will process personal information in accordance with its Privacy Policy.

11.2. Information may include:

- Student and parent/guardian names;
- Contact details;
- Address;
- Academic information;

- Tutoring requirements;
- Attendance and progress information;
- Safeguarding information where relevant; and
- Payment information.

11.3. Personal information may be used for:

- Arranging and delivering tutoring;
- Communicating with the Client and Student;
- Processing payments;
- Providing feedback;
- Safeguarding;
- Managing complaints;
- Maintaining business records; and
- Complying with legal obligations.

11.4. Information may be stored using approved business systems, which may include Google Workspace, Microsoft 365, payment providers and scheduling platforms.

11.5. School To Medic will not sell personal information to third parties.

11.6. Information may be shared where necessary with appropriate service providers, professional advisers, safeguarding authorities, emergency services or public authorities where legally permitted or required.

11.7. Further information is available in the School To Medic Privacy Policy:

<https://schooltomedic.co.uk/privacy-policy/>

12. Intellectual Property and Learning Materials

12.1. Unless otherwise stated, teaching materials, worksheets, presentations, templates, resources, recordings and other materials provided by School To Medic remain the intellectual property of School To Medic or the relevant rights holder.

12.2. Materials are provided for the Student's personal educational use only.

12.3. The Client and Student must not:

- Sell or commercially distribute materials;
- Upload materials publicly;
- Share materials with unrelated individuals;
- Reproduce materials for commercial purposes; or
- Use School To Medic materials to provide competing services.

12.4. The Client may download or retain materials where School To Medic has expressly permitted this.

13. Confidentiality

13.1. The Client and Student must not share confidential information relating to School To Medic, its tutors, other Students or its internal operations.

13.2. School To Medic will handle Client and Student information in accordance with its Privacy Policy and applicable data protection law.

13.3. This clause does not prevent disclosure where required by law, safeguarding obligations or a competent authority.

14. Complaints and Feedback

14.1. School To Medic welcomes feedback and aims to resolve concerns promptly.

14.2. Complaints should be submitted in writing to:

info@schooltomedic.co.uk

14.3. The Client should provide:

- The Student's name;
- The relevant lesson or service;
- The nature of the concern; and
- The outcome they are seeking.

14.4. School To Medic will review complaints fairly and may request further information where necessary.

14.5. The Client should not post confidential or identifying information about tutors, Students or School To Medic publicly while a complaint is being investigated.

15. Termination

15.1. Either party may terminate ongoing tutoring by providing four weeks' written notice, unless another notice period has been agreed in writing.

15.2. School To Medic may suspend or terminate tuition immediately where:

- Payment remains overdue;
- There is serious misconduct;
- A safeguarding concern arises;

- The Student or Client behaves abusively or threateningly;
- The Client repeatedly breaches these terms; or
- Continuing the service is no longer reasonably practicable.

15.3. Where tuition is terminated, any refund will be considered in accordance with the payment terms, cancellation policy and applicable consumer law.

15.4. Any properly due fees accrued before termination remain payable.

16. Events Outside Our Control

16.1. School To Medic will not be responsible for delays or failure to deliver lessons caused by circumstances outside its reasonable control.

These may include:

- Extreme weather;
- Power outages;
- Internet failures;
- Platform outages;
- Technical problems;
- Illness;
- Transport disruption;
- Government action;
- Emergencies; or
- Other unforeseen circumstances.

16.2. Where reasonably possible, School To Medic will offer a replacement lesson, alternative arrangement, credit or refund.

17. Limitation of Liability

17.1. School To Medic will provide its services with reasonable care and skill.

17.2. Nothing in this agreement excludes or limits liability that cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

17.3. School To Medic is not responsible for losses arising from:

- The Student's failure to attend;
- The Student's failure to complete preparation;
- Incorrect or incomplete information supplied by the Client;
- Technical problems with the Client's equipment or internet connection; or
- The Student's examination, admissions or university outcome.

17.4. Any limitation of liability must be interpreted subject to applicable consumer protection legislation.

18. Changes to These Terms

18.1. School To Medic may update these terms where reasonably necessary, including to reflect changes in law, services, payment arrangements or business operations.

18.2. Where a change materially affects an existing Client, School To Medic will provide reasonable notice.

18.3. The version of the agreement accepted by the Client will apply to the relevant booking, subject to any lawful updates or amendments agreed subsequently.

19. Governing Law

19.1. This agreement is governed by the laws of England and Wales.

19.2. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights that apply.

20. Agreement and Confirmation

By submitting this form, the Client confirms that:

- They have read and understood these terms;
- The information they have provided is accurate;
- They are authorised to arrange tutoring for the Student;
- They agree to pay the agreed fees;
- They understand the cancellation and rescheduling policy;
- They understand that tutoring does not guarantee any particular academic or admissions outcome; and