



## Aspace After School Programmes

### Private Tuition

### Policies for Parents



#### Term Dates

Terms are generally in line with Tspace Preschool-Kindergarten terms.

During seasonal school periods teachers must take annual leave, however we continue to offer many subjects for private tuition so you may be able to continue study. It might be with another tutor. You will have the option to pause your tuition.

Private lessons can generally not be scheduled on closure dates at the school (please request calendar).

#### Bookings

We ask that all bookings and payments are in advance please. Bookings can be made by email, phone or direct to the school.

Sessions are booked and paid in units of a least 1 hr (academic based) or 30 minutes (music based).

Sessions begin on the hour and not after the hour i.e. we can schedule for 2.00pm/3.00pm etc, but not to start at 2.15pm, 2.30pm etc.

#### Payment

Payments should be made in full prior to attendance.

Payment must be two weeks in advance of classes, or by the payment deadline marked on your invoice.

Refunds are generally not offered for classes unused.

#### Attendance

1. Strictly 24 hours notice of cancellation must be given or the full charge will be made/fee for that class. Money cannot be refunded or put towards another class.

2. If more than 48 hours notice is given (directly to Management or via email only) then a make-up class within the term will be arranged. Please note that our teachers schedule for the make-up may differ to your regular lesson, however we will do our best to work within your timetable.



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3. Please notify us two weeks in advance of your holiday dates. In this case we will not charge for absences. However, if the length of your holiday period means that we cannot reschedule within the same term, we may not be able to offer carry over classes into the next term.
4. Sickness absence: Unfortunately we cannot give make-ups or refunds if less than one day's notice is given.
5. Lateness – the session begins and ends at the time that we have agreed with you. If you are little late, we will do our very best to give your child a full session, but usually we have another student waiting. Unfortunately we cannot carry over time or refund time.
6. We cannot accept students at the school with fevers or those who become unwell inside the school. You may be called to collect your child.

### Kspace Transparency

1. We will assign a tutor or you might be asked to choose a tutor and the subject/topic of study. We will do our best to offer the tutor of your choice and work within the chosen times.
2. We cannot guarantee that your child will always have the tutor of your choice.
3. We will do our best to offer continuity but we ask parents to understand that this is not always possible.
4. Occasionally we may need to change the time/day of your session. In this case we will do all that we can to give you notice and work with you to arrange a new session. You will not be charged for the lesson that is missed - but we will move the session fee to the newly arranged session. If you cannot reschedule, and it is due to Kspace cancelling, you will receive payment in lieu of the session fee.
5. There will be times when tutors are off sick, on annual leave or they leave the school. In the event that we may change a tutor we guarantee that your child will still follow appropriate learning material and also work within the agreed curriculum for their subject.
6. In the event that we have to replace a tutor that leaves the school, we will do all we can to inform you and give you the option of cancellation or to transfer fees.