

UpGrade Client Agreement/Instructions

1) Your agreement with UpGrade Tutoring

This is an agreement between the client and UpGrade Tutoring. These terms govern the activities of clients in relation to your use of the site and the services provided. By using the Site and the Services, you accept these terms in full.

2) Bookings

2.1) Clients can make bookings using the web application. A client can select a subject and a date/time that suits them and is available.

2.2) Clients can select the tutor from the list available (contact the site for more information)

2.3) Clients are entitled to a free 10-minute consultation with a tutor to discuss their needs and requirements for the lesson

3) Lessons

3.1) A Zoom meeting will be created when a lesson is booked and this can be accessed via the client's calendar, the link to the lesson is available here and must be used for the time of the lesson. The link will also be sent via a confirmation email.

3.2) Lessons will be 1 hour long

3.3) Lessons will start at the agreed time and will not run over, if a client is late for a lesson this is not the fault of the tutor who are instructed to start on time

3.4) Lessons are recorded for the safety of the client and the tutor. These recordings will not be available to any party to view but are stored in case of any issues with lessons. If there is a dispute with the quality of the lesson, this complaint can be made to upgradetutoring@outlook.com. Complaints must be made within 14 days of a lesson taking place and a review of the complaint will be made within 28 days.

4) Cancellations/Rescheduling

4.1) Arrangements between clients and tutors may be cancelled by either party at any time in advance of the lesson taking place.

4.2) If the client cancels:

4.2.1) Less than 24 hours before the lesson time, they must contact the tutor directly to arrange rescheduling, if this can't be arranged there will be no refund

4.2.2) More than 24 hours before the lesson time, the client is entitled to a rescheduled lesson. If this cannot be agreed, the client will be refunded minus an administration fee

4.3) If the tutor cancels:

4.3.1) Less than 24 hours before the lesson time, the client is entitled to a rescheduled lesson. If this cannot be agreed, the client will be fully refunded.

4.3.2) More than 24 hours before the lesson time, the client is entitled to a rescheduled lesson.

5) Payments

5.1) All payments will be made prior to the lesson and will be made when a booking is confirmed

5.2) Refunds may take up to 21 days to be processed

6) Our tutors strive to provide the best quality and support for all our clients. There is no guarantee of a certain grade being awarded to the clients through using these services, although the tutors will work their hardest to improve each client's current grades and skill set.