

Parent Agreement & Terms of Service

Imperial Science and Maths Tuition Ltd

Effective: September 2026

Version 1.0

This agreement sets out how lessons are scheduled, billed, and paid for. Signing it allows us to commit a regular weekly slot to your child for the academic year. Please read in full before signing.

1. The Programme

ISM provides one-to-one in-person tuition in maths and science for GCSE and A-Level students. Each enrolled student is assigned a regular weekly time slot, held exclusively for them throughout the academic year (September to July, excluding holidays and half-terms).

The fee paid is for the **programme of weekly tuition across the academic year** — not for individual lessons. Half-terms and end-of-term breaks are pre-built into the pricing and require no separate calculation.

2. Fees & Payment Options

Parents choose **one** of the following at signup:

OPTION	HOW IT WORKS	DISCOUNT
A Smoothed Monthly	The annual fee is divided across 10 months (Sept–June). The same flat amount is taken by Direct Debit on the 1st of each month, regardless of how many lessons fall in that month.	—
B Term Upfront	One single payment at the start of each term (Sept, Jan, April).	5% off

Rates per programme are stated in the accompanying enrolment form (e.g. £252/mo single subject, £504/mo dual subject, based on a £70 per-session rate). Sibling discounts may apply at the tutor's discretion.

2.1 Mid-year joiners

Your first month is billed at the standard per-session rate based on actual lessons attended. From the first full calendar month onwards, you pay the flat monthly fee for your chosen programme.

2.2 What is included

- All scheduled weekly lessons during term time
- Termly progress updates
- Practice materials and worksheets supplied as part of the lesson
- Reasonable lesson preparation and marking outside of lesson time

3. Payment Mechanics

Payment is taken automatically. ISM does not accept cash, post-dated cheques, or unscheduled bank transfers as a primary payment method.

- **Direct Debit (GoCardless)** — required for Option A (Smoothed Monthly). A one-time mandate is set up at signup.
- **One-off bank transfer or card payment** — accepted for Option B (Term Upfront). An invoice is issued 7 days before each term begins.
- **Card-on-file authorisation.** By signing this agreement you authorise ISM to charge the Direct Debit mandate or any payment card held on file in the event of a failed payment, without seeking further consent for each transaction.

4. Minimum Commitment & Notice

- **Minimum commitment: 6 months** from the first lesson. Cancellation within this period forfeits the remainder of the committed period.
- **Term-end silent renewal.** Enrolment automatically continues into the next term unless written notice is received **at least 4 weeks before the term end date**.
- **Notice to leave: 4 weeks' written notice**, ending on a month boundary. The full final month is payable regardless of how many lessons fall within it.

5. Signup Deposit

A non-refundable **£40 signup deposit** is payable at enrolment. The deposit is held against your final invoiced month and applied automatically when you leave. Families enrolled before September 2026 are exempt from this deposit (legacy goodwill).

6. Missed & Cancelled Lessons

- **Lessons missed by the student or family** (illness, holiday, other commitments) are **non-refundable and non-transferable**. The slot is reserved and the tutor's time is committed.
- **One make-up lesson per term** may be offered at the tutor's discretion if at least **48 hours' notice** is given. Make-ups are subject to mutual availability and cannot be carried between terms.
- **Lessons cancelled by ISM** (tutor illness, emergency) will be rescheduled at no extra cost or credited to the next invoice.
- The fee is not pro-rated for absences. The programme is sold as a whole; this is how every comparable tuition service in the UK is priced.

7. Failed Payment Policy

A failed Direct Debit, returned payment, or overdue invoice triggers the following automatic escalation:

DAY	ACTION
0	Payment fails or invoice becomes overdue. Reminder email sent.

DAY	ACTION
+3	SMS reminder. Second Direct Debit attempt where applicable.
+7	Slot placed on hold. Lessons pause pending resolution.
+14	Slot released to the waiting list. Re-enrolment is subject to availability and may require a new signup deposit.

An administrative fee of **£15** applies per failed Direct Debit. Outstanding amounts unpaid 30 days after the due date accrue interest at **7% above the Bank of England base rate** until cleared.

8. Refunds

- Term-upfront payments are non-refundable after the second lesson of the term.
- If ISM is unable to deliver a substantial number of lessons in a term due to tutor unavailability and no replacement is offered, a pro-rata credit will be issued.

9. Communication & Conduct

- Lesson-related communication is via WhatsApp or email to the registered parent.
- Parents agree to provide a quiet, suitable lesson space and to support the student in attending punctually.
- ISM reserves the right to terminate the agreement, with a pro-rata refund of fees paid in advance, in cases of persistent non-attendance, abusive conduct, or repeated payment failure.

10. Data & Privacy

Parent and student details are held securely and used only for lesson administration and billing. We do not share contact details with third parties. Payment data is handled by GoCardless and Stripe under their respective regulated frameworks.

11. Acceptance

By signing below, the parent or guardian confirms that they have read, understood, and agreed to these terms in full.

PARENT / GUARDIAN NAME

STUDENT NAME(S)

SIGNATURE

PROGRAMME & RATE

DATE

PAYMENT OPTION (A OR B)

Imperial Science and Maths Tuition Ltd · Company registered in England · VAT registered · Questions? Contact
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