

ALEPH CONSULTING TUITION TERMS & CONDITIONS

PAYMENT AND CANCELLATION POLICY

Payment:

All Aleph Consulting tuitions sessions are payable in advance. Payment is accepted via Bank Transfer or in cash if preferable.

Payment in full must be made prior to the first tuition session scheduled.

Any tuition sessions not used up within specified period will be lost.

Cancellation Policy

Aleph Consulting are committed to rigorous quality standards of education and expect students to attend all scheduled sessions. Only in exceptional circumstances, will we consider rescheduling a session. The following conditions will apply.

Re-scheduling:

- If a session needs to be rescheduled due to a school, extra-curricular, family commitment or for any other reason, Aleph Consulting must be notified as soon as possible and giving no less than 24 hours' notice.
- Where possible, the lesson will be rescheduled to a mutually convenient time within the next 7 days of the cancelled session.
- If the session is neither rescheduled within 7 days or where less than 24 hours' notice is given, fees for that session will be non-refundable and charged at full rate.

Cancellation due to illness

- In exceptional circumstances, a session may need to be cancelled without 24 hours' notice due to illness. In this event, where possible, the session should be rescheduled to a mutually convenient time within 7 days of the cancelled session. A maximum of 2 lessons per month may be cancelled due to illness or other unavoidable circumstances.
- In the event of more than 2 cancellations in any given month, fees will not be refunded or carried over unless the session is re-scheduled.

Tuition during School Holidays

- If you will be requiring tuition during school holidays, please notify Aleph as soon as is practicable as places are limited.

OTHER TERMS AND CONDITIONS

Termination

At times Aleph may need to discontinue tuition in particular circumstances. If this is the case, where possible, reasonable notice will be given and where a balance is owed, a refund will be provided based on a pro-rata basis and following any deductions for time allocated to those duties associated with tutoring including report writing, compilation of data, lesson preparation, marking and target setting.

COMMITMENT

Student commitment

- The Student / parent / guardian will be prepared for every session by having all materials, utensils, homework, etc. ready and available in the designated tutoring location prior to the Aleph Tutor arriving.
- Students will attend all sessions at scheduled times. Aleph Consulting reserve the right to discontinue sessions where a student frequently fails to show up on time.
- The Student will complete assignments, exercises or homework regularly and on time.

Parental / Guardian commitment

- The parent/guardian is responsible for the student's conduct during the tutoring sessions including promptness, respectful behaviour, and staying on task. In cases of recurrent misbehaviour, Aleph Consulting reserves the right to take whatever remedial action it deems suitable.
- The parent/guardian is responsible for ensuring the student arrives at the session on time and has completed all work assigned.

PUNCTUALITY

- No adjustment to fees shall be made for time lost because of late arrival by the Student.

COMMUNICATION WITH PARENTS/GUARDIAN

Communications with Parents and or Guardians (in the case of students under the age of 18) and adult learners, will take place during Aleph Consulting Working Hours – Monday – Friday 9:00 am – 6:00 pm. At first instance any queries should be directed via e-mail to dmattana@alephconsultingservices.com

NO WARRANTIES

While we endeavour to provide the best educational services possible, Aleph cannot make any promises or warranties with regards to a student's performance as a result of any tutoring provided.

Disclaimer

Aleph is an independent, non-denominational, International, Educational Consultancy and as such has **no association** with particular educational bodies or their employees and will have no involvement in any internal disputes within particular educational establishments.

Parents and /or Guardian and adult learners should note that it is **against Aleph's policy** for a representative to adopt the role of a mediator or liaison officer with any educational establishment or their employees. This includes any **communications with staff members, submission of progress reports, teaching logs, predicted grades, references or recommendations of any kind.**

