

Terms & Conditions

RK Maths Hub (Online Maths Tuition- Key Stage 3 & GCSE Preparation)
Led by Puja Kumari (Owner)

1. Booking & Payment

- All lessons must be booked in advance
- Payment is required prior to the lesson or in agreed blocks
- Lessons are confirmed only after payment is received

2. Lesson Format (Group Tuition)

- Lessons are delivered online in **small group sessions with a maximum of 6 students**
- Groups are organised based on year group and ability level where possible
- This structure ensures individual attention while encouraging collaborative learning

3. Lesson Fees

- Fees will be clearly communicated before booking
- RK Maths Hub reserves the right to review and update fees with prior notice

4. Cancellations & Rescheduling

- At least **24 hours' notice** is required to reschedule a lesson
- Cancellations with less than 24 hours' notice may be charged in full
- Missed lessons without notice are non-refundable
- Missed group sessions are not transferable to other sessions

5. Late Attendance

- If a student joins late, the lesson will still end at the scheduled time
- If the tutor is unable to attend, a full reschedule or refund will be offered

6. Online Lessons

- Lessons are conducted via secure platforms such as Microsoft Teams or Google Meet
- Students must join on time and be prepared for the session
- A suitable learning environment is expected

7. Behaviour Expectations

- Students are expected to behave respectfully in a group setting
- Disruptive or inappropriate behaviour may result in removal from the session without refund

8. Safeguarding

- RK Maths Hub follows a safeguarding policy to ensure the safety and wellbeing of all students
- Parents are encouraged to remain aware of sessions

9. Liability

- RK Maths Hub is not responsible for technical issues beyond reasonable control (e.g. internet failure)
- All reasonable steps are taken to provide a high-quality learning experience

10. Changes to Terms

RK Maths Hub reserves the right to update these terms at any time. Any changes will be communicated clearly.

Contact

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