



Terms and Conditions

(Answers You'll Want to Know)

First session is FREE

Your first session is FREE. When children are returning to us after being away from tutoring for a period of time, we don't do the first returning session as a free session.

There is no Enrolment Fee

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Session Prices

All prices are available on our website (See page: <https://bigimprovements.com.au/locations-pricing>)

As at 20 March 2017, Pricing is:

CANBERRA Pricing:

- Individual student (i.e. with no siblings at tutoring): \$58.50 per session
- Sibling student (i.e. 2 or more children from same family at tutoring): \$49.50 per student per session

SYDNEY Pricing:

- Individual student (i.e. with no siblings at tutoring): \$62.50 per session
- Sibling student (i.e. 2 or more children from same family at tutoring): \$57.50 per student per session

All prices are inclusive of GST.

What happens at each session – relating to tutoring

We work as a team. We deliberately arrange tutoring sessions so that children can experience interacting with different tutors, and the variety and enjoyment that comes with that. Children may not always have the same tutor. We try to set up each group so there are 2 children with each tutor. We do not put children in groups of 3 or more with one tutor.

10 sessions/term

Children are booked into 10 sessions of tutoring each term. Parents can choose to re-schedule sessions from the end of term back to earlier in the term, for such things as preparing for school exams if your child prefers that. If your child's school ends early, we still tutor your child because that's actually the best time to tutor – when they're relaxed, they're not tired from school and we can help them with long term skills. However, if you prefer, you can reschedule these sessions to earlier in the term.

Public Holidays

We don't tutor on public holidays. Parents choose another day for a catch-up session when public holidays coincide with your child's regular session time.

Payment

Direct debit payment in advance by term/fortnightly:

Many parents pay in advance for the full term, but if you'd prefer, you can pay in advance fortnightly. You can choose:

- ***Direct debit from your bank account***

Payments are directly debited from your chosen bank account each Tuesday.

- ***Direct debit from your Visa/Mastercard credit card***

Payments are directly debited from your chosen Visa or Mastercard credit card each Tuesday (Credit card surcharge fees apply, - 1.32% (minimum \$0.27) transaction fee.

If no direct debit is in place by the first paid session, then we need to pause your child's tutoring until that can be resolved.

What happens if a payment is declined for any reason?

It's important that you make sure you have sufficient funds in your nominated account before the due payment date. It's also your responsibility to ensure that bank or card details are correct at all times and that you update your expiry date when you receive a new credit/debit card.

If a payment is declined at any time (for any reason) you will be notified by Ezidebit that payment will be re-attempted in 3 business days time. There is a \$11.90 dishonour fee charged by Ezidebit, and your bank may also apply an additional Dishonour Fee.

Catch-ups, not refunds

Refunds are not available for absent sessions, only catch-up sessions.

Catch-up sessions

Rescheduling when my child is healthy (e.g. school camps, sports events etc)

We understand that sometimes life happens, things come up, and your child may not be able to make their regular tutoring session. That's not a problem! If it is for a foreseeable reason (non-sickness reason), just contact us to let us know at least **five (5) days** before the session in question, and we can arrange the most convenient time to do a catch up session. Sessions that students miss with less than five days notice are *not* exchanged for a catch-up session.

Rescheduling when my child is sick

We appreciate that sickness doesn't offer the luxury of consulting our timetable or even giving us notice. So as soon as you recognise that your child is going to be unable to make their session due to sickness, contact us, **before the session**, and we can organise a catch-up from there. Parents find that texting or emailing is easiest for them.

Options for catch-up sessions

When organising a catch-up session, your child is able to do either a double session (so the 4:30 and 5:30 time slots, or 3:30 if it is available, on the same day) or they can organise a single session for an alternative day. Catch-up sessions can also be used straight away or can be saved until the end of term when the school workload is often a little heavier and exams are looming. When you first contact us about organising a catch-up session, if you have preferred times and days, let us know and we will try to make that work for you if we can.

Forgetfulness

It sometimes happens that parents simply forget to bring their child on a particular day. Sometimes life is crazy like that. We charge for missed lessons because we still pay our staff whether your child comes or not.

Siblings joining/leaving

If a sibling joins or leaves, your direct debit schedule will be updated by our office to accurately reflect the changes to your tutoring rate as of the week the sibling have their first paid session or leave.

Continuing next term....Guaranteeing your timeslot

We assume your child will continue tutoring the next term.

To secure your preferred timeslot... ensure your direct debit is operating with up-to-date details.

Termination of tutoring

We require 5 days notice to cease tutoring. Once notice is received your tutoring sessions and direct debit schedule for sessions **greater than five days** will cease.

Pausing tutoring due to exceptional circumstances.

We require 10 days written notice to pause tutoring due to exceptional circumstances. Once notice is received your tutoring sessions and direct debit schedule for sessions **greater than ten days** will cease.

Defence Families

If your child is eligible for Defence funding for tutoring please send us an email and we will send you a Defence-Friendly modified invoice. Simply let us know which subjects you are getting funding approval for, and number of sessions (if needed). For example: English and Maths for 14 weeks of sessions.

Changes of operations

We reserve the right to change days and location of operation. If that happens, we'll contact parents by email, text message or phone call.

Privacy Policy

Your privacy is very important to us. Accordingly, we have developed this Policy in order for you to understand how we collect, use, communicate and disclose and make use of personal information. The following outlines our privacy policy.

Before or at the time of collecting personal information, we will identify the purposes for which information is being collected.

We will collect and use of personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.

We will only retain personal information as long as necessary for the fulfillment of those purposes.

We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.

Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date.

We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

We will make readily available to customers information about our policies and practices relating to the management of personal information.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

Although we may attempt to notify you when major changes are made to these Terms of Service, you should periodically review the most up-to-date version.

If something is not working

Contact our office, and we will resolve it.