

Parent Agreement & Terms of Service

Effective: September 2026
Version 2.0

Imperial Science and Maths Tuition Ltd

This agreement sets out how classes are scheduled, billed and paid for. Agreeing to it allows us to commit a regular weekly place to your child for the academic year. Please read it in full before enrolling.

1. The Programme

ISM provides weekly in-person group tuition in Maths (Years 7 to 11) and Science (Years 10 to 11) at venues in North London: Alexandra Park Library (N22 7UJ), Union Church Community Centre, Crouch End (N8 9PX) and St Andrew's Church, Alexandra Park Road (N10 2DD). Each enrolled student is assigned a weekly 2-hour session per subject, chosen from the class timetable at enrolment and held for them throughout the academic year.

The fee is for the programme of weekly tuition across the academic year, not for individual lessons. Holidays and half terms are already built into the pricing.

A-Level (Years 12 and 13) enrolment is arranged directly with the tutor while the A-Level timetable is finalised.

2. Term Dates

	Dates
Term starts	Tuesday 1 September 2026
Exam classes finish (Year 11 Maths; Years 10–11 Science)	Week ending 20 June 2027
All other classes finish	Week ending 18 July 2027
No teaching	October half term, two weeks at Christmas, February half term, Easter break, bank holidays
Classes run as normal	May half term (exams are close)

3. Fees

Group	Rate per 2-hour session
Years 7–8	£60
Years 9–11, one subject	£70
Years 10–11, both Maths and Science	£60 per subject
A-Level, one subject	£80
A-Level, both subjects	£70 per subject

Your monthly fee is calculated at enrolment: the number of sessions remaining in the year for your chosen class(es), multiplied by the session rate, divided equally across the monthly payments. The exact figure is shown to you before you set up your Direct Debit and stays the same each month. Families joining mid-year are only charged for sessions from their start date. Sibling discounts may apply at the tutor's discretion.

4. Payment

- Fees are payable monthly by Direct Debit, collected securely by GoCardless. You are protected by the Direct Debit Guarantee.
- Your first payment is collected when you enrol and secures the place. The remaining payments are collected on the 1st of each month, ending in the month of the final session.
- Nothing is collected over the summer.
- ISM does not accept cash or unscheduled bank transfers as a primary payment method.

5. Failed or Declined Direct Debits

If a Direct Debit payment fails or is declined:

- GoCardless retries the collection automatically and we will contact you. Fees remain due for that month.
- If payment is not brought up to date within 7 days, your child's place is placed on hold and lessons pause.

- If payment remains outstanding after 14 days, the slot may be offered to the waiting list. Re-enrolment is then subject to availability.

6. Attendance, Missed and Cancelled Lessons

- Sessions missed by the student (illness, holiday, other commitments) are not refunded and the fee is not pro-rated; the place and the tutor's time are committed for the year.
- Lessons in lieu for absences due to illness are at the tutor's discretion and may require a doctor's note. Please speak to the tutor directly.
- Lessons cancelled by ISM (tutor illness, emergency) are rescheduled at no extra cost or credited.

7. Homework

Weekly homework is set and checked as part of the programme. Students are expected to complete it before the next session; repeated missed homework will be raised with you directly. Homework is central to how we achieve results, and we ask parents to support this at home.

8. Leaving Early

The programme runs to the end of the academic year. If you need to leave early, please give 4 weeks' written notice, ending on a month boundary. The full final month is payable regardless of how many lessons fall within it; your remaining scheduled payments are then cancelled.

9. Encompass AI (Optional Package)

At enrolment, families in Years 7 to 11 may choose the combined package: tutoring plus Encompass AI, our online explainer that walks students through their work step by step between lessons. The monthly total is unchanged. Within it, £15.99 is allocated to the Encompass AI subscription and offset by an equal student discount on tutoring. Families choosing this package receive an activation code with their welcome email for when Encompass AI launches.

10. Communication, Emergency Contact and Conduct

- Lesson-related communication is via WhatsApp or email to the registered parent. General enquiries: queries@ismtutoring.co.uk.
- Parents provide an emergency contact at enrolment, used only if we cannot reach you during lessons.
- ISM may end the agreement, with a pro-rata refund of fees paid in advance, in cases of persistent non-attendance, abusive conduct or repeated payment failure.

11. Photographs

Photo and video consent is optional and is not a condition of enrolment. If given, images may be used to promote the tutoring service, for example on the website and social media. Consent can be withdrawn at any time by emailing queries@ismtutoring.co.uk.

12. 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 under its regulated framework; ISM never sees or stores your bank details.

13. Acceptance

This agreement is accepted electronically by ticking the agreement box during online enrolment at ismtutoring.co.uk. For families enrolling in person, the signature block below applies.

PARENT / GUARDIAN NAME

STUDENT NAME(S)

SIGNATURE

CLASSES & MONTHLY FEE

DATE