

Terms & Conditions

Welcome to **MarsMind Academy**. By booking a lesson or using our services, you agree to the following terms and conditions.

Booking Lessons

Once we have discussed your requirements and agreed on a suitable day and time through email/phone, you will receive a confirmation email outlining the lesson details. Your booking will be confirmed once payment has been received.

Payment

Payment must be made before each lesson through direct bank transfer. Package payments are payable through instalments.

Lesson Duration

Lessons are delivered according to the time booked. If a student arrives late, the lesson will still finish at the scheduled time.

Online Lessons

Students are responsible for ensuring they have a suitable device, internet connection, and quiet learning environment for online sessions.

Academic Progress

MarsMind Academy is committed to providing high-quality tuition. However, academic success depends on factors including attendance, effort, independent study, and engagement. As such, specific grades or examination outcomes cannot be guaranteed.

Resources

Any worksheets, presentations, or learning materials provided remain the intellectual property of MarsMind Academy and are for personal educational use only and can be shared with student.

Cancellation Policy

We understand that plans can sometimes change.

More than 24 hours' notice

Lessons cancelled with at least **24 hours' notice** can be rearranged at no additional cost.

Less than 24 hours' notice

Lessons cancelled with less than **24 hours' notice** may be charged at the full lesson fee.

Missed Lessons

If a student does not attend a scheduled lesson without prior notice, the lesson will be treated as a missed appointment and no refund will be issued.

Tutor Cancellation

If MarsMind Academy needs to cancel a lesson due to illness or unforeseen circumstances, the lesson will be rearranged at a mutually convenient time.

Safeguarding Statement

At MarsMind Academy, the safety and wellbeing of every student is a priority.

As an **Oxford-trained Qualified Science Teacher (QTS)**, I am committed to creating a safe, respectful, and supportive learning environment where students feel comfortable, valued, and encouraged to achieve their full potential.

Online Safety

- Lessons are delivered using secure online platforms.
- Professional boundaries are maintained at all times.
- Communication with students under 18 is conducted appropriately, with parents or guardians included where necessary.
- To protect the privacy of all students, no photographs, screenshots, video recordings, or audio recordings of lessons or students will be taken or shared without prior written consent from the parent or guardian (or the student if they are aged 18 or over).

Safeguarding Concerns

If a safeguarding concern arises during tuition, appropriate action will be taken in line with UK safeguarding guidance. Where necessary, concerns may be reported to the relevant safeguarding authorities to protect the welfare of the child.

Confidentiality

Student information is treated confidentially and only shared where legally required or where safeguarding concerns make disclosure necessary.

Privacy Policy

MarsMind Academy respects your privacy and is committed to protecting your personal information.

We may collect:

- Parent or student names
- Email addresses
- Telephone numbers
- Academic information relevant to tuition
- Booking information
- School Information

Your information is used solely to:

- Arrange lessons
- Provide educational support
- Communicate regarding bookings
- Improve our services

Personal information will never be sold or shared with third parties unless required by law.

Refund Policy

Individual lessons are non-refundable once completed.

Refunds for prepaid packages may be considered where lessons have not yet taken place.

If MarsMind Academy is unable to deliver an agreed lesson, students will be offered either a rearranged session or an appropriate refund.

Code of Conduct

To ensure every lesson is productive and enjoyable, we kindly ask students to:

- Attend lessons on time and be ready to learn.
- Bring any requested materials or equipment.
- Treat the tutor and others with kindness, courtesy, and respect.
- Participate actively and make a genuine effort throughout the lesson.
- Complete any agreed independent work or homework where appropriate.
- Minimise distractions during online lessons by working in a quiet environment where possible.

MarsMind Academy reserves the right to end tuition where behaviour repeatedly prevents effective learning.

Our Commitment to Students

At MarsMind Academy, we are committed to providing a supportive, professional, and respectful learning environment. As your tutor, I will:

- Treat every student with kindness, respect, and fairness.
- Provide personalised lessons tailored to each student's individual needs and goals.
- Arrive on time and be fully prepared for every lesson.
- Encourage students to ask questions and build confidence in their learning.
- Provide honest, constructive feedback to support academic progress.
- Maintain professionalism and appropriate boundaries at all times.
- Respect the privacy and confidentiality of students and their families.
- Communicate promptly regarding lesson arrangements or any changes.
- Follow safeguarding procedures and always act in the best interests of every student.