

Tuition Terms of Service

English With Akaash is an independent tuition service led by Akaash Pipial dedicated to providing specialised English tuition for students between the ages of 11-18.

Channels of Communication

Prospective students' parents/carers can make enquiries via the website englishwithakaash.com, after which the tutor's email and phone number shall be shared. If a phone call is unavailable, please text or WhatsApp the same number. Routine communication may take place via phone, text, WhatsApp or email.

Formal notices to end the tuition arrangement, exercise a contractual right, or exercise a statutory right **must** be communicated via email or WhatsApp to the contact details provided by the parties.

Safeguarding Declaration

It is the tutor's responsibility to uphold safeguarding standards when working with children, which is classed as **anyone under the age of 18**.

If a safeguarding concern is identified, the tutor will take appropriate action in line with safeguarding procedures, including referral to relevant authorities where appropriate.

Lesson Arrangements

The price, duration and frequency of lessons will be mutually agreed between the tutor and parent/carer in writing, via email or WhatsApp, before the contract is signed. Any subsequent changes to these arrangements or individual lessons must also be mutually agreed in writing.

Payments

At the end of each month, the tutor will send an invoice to the parent/carer for any payment for lessons delivered and any cancellation costs for the month. **Payment must be made within 5 working days** of receiving an invoice, failure to pay within this period may result in the tutor suspending future sessions until outstanding payments are complete.

Bookings and Cancellations

Booked lessons are expected to last an agreed time between tutor and parent/carer. Occasional flexibility may be possible when circumstances allow, however this is not guaranteed. Assume that tuition sessions begin and end at a set time.

Cancellations should be made by the parent/carer with a **minimum of 24 hours** notice where possible. **Repeated unreasonable late cancellations may be charged at the standard lesson rate.** The tutor will use reasonable discretion when evaluating whether or not the circumstances leading to late cancellations are extenuating/reasonable circumstances. If a student does not attend a scheduled lesson, the session may be treated as an unreasonable late cancellation.

Cancellations made by the tutor will either be rescheduled at a mutually agreed time or the parent/carer will not be charged for that lesson.

Either the tutor or parent/carer retains the right to end a period of regular tuition given a **minimum of 14 days notice** before the intended final lesson date. These terms do not affect any statutory cancellation rights that apply when tuition is first arranged.

Statutory Rights

Where the statutory right applies, the parent/carer may cancel this agreement **within 14 days** of the date on which the contract is entered into, without giving a reason.

To exercise this right, the parent/carer must inform the tutor of their decision to cancel via email or WhatsApp using the contact details provided in this agreement. A clear statement of the decision to cancel is sufficient; the parent/carer does not have to use the model cancellation form attached to this agreement.

The tutor will provide one free introductory lesson during the statutory cancellation period. This does not affect the parent/carer's statutory cancellation rights.

The first standard chargeable lesson will ordinarily take place after the cancellation period has expired. If the parent/carer **expressly requests in writing** that a chargeable lesson takes place during the 14 day cancellation period, and the required cancellation information has been provided, the parent/carer **must** pay a proportionate amount for the tuition provided up to the time the tutor receives their cancellation notice, in accordance with applicable consumer law.

Last Reviewed: 20/10/26