







# ACE 11+ TUITION

## KEY POINTS

1. The T&C has been enhanced meticulously every year to incorporate most or all of the important details. Both parents must read this document. It is to ensure that we are able to run the weekend classes (and focus on tutoring) without any unnecessary operational disruption which would slow us down.
2. Only one parent should communicate with us, i.e. you can choose the primary contact between mum and dad of the child. That primary contact is responsible for payments, collect-drop, manage homework etc. and communicate with a spouse.
3. You must give primary email id and primary phone number for all communications such as signing contract, progress updates, and receiving homework. It should ideally be a non-work email id (such as Gmail, Yahoo and Hotmail etc.).
4. Please read the payment schedule, which is an addendum to this document. Your payment should arrive in our business account by the payment deadline. It is the parent's responsibility to ensure that payment has been made promptly.
5. The payments are by a term which is usually 8 weeks. You pay for the term and leave at the end of the term (but may notify asap)
6. All sessions are payable irrespective of your attendance.
7. The payment for July and Aug is payable irrespective of your attendance. If you are not keen to pay for Jul-Aug term, you should leave the tuition by the end of April. This would give another student an opportunity to study with us from May-Aug period.
8. Apart from the weekend classes, Revision course and Masterclasses are very important pillars to maximise your chances in the 11+ exams.
9. Masterclasses (for Stage II and/or private schools) are conducted from Aug-Nov period. It is a mandatory course if you have enrolled in Navy-Azure (Sat boys only) class. The exact details would be sent to you before April, and you may decide not to join Masterclasses (and leave the tuition).
10. Revision course is conducted in Jul-Aug. It is mandatory if you have enrolled in Saturday super selective classes, i.e. Navy, Azure, Magenta and Maroon. The exact details would be sent to you before April, and you may decide not to join the Revision course (and leave the tuition).
11. Please read the privacy note so that you understand how we use your data.



# ACE 11+ TUITION

## TERMS & CONDITIONS

### 1. INTRODUCTION

ACE 11+ Tuition is committed to providing top quality tutoring to students and professional service to parents. The document described the Terms & Conditions (T&C) of providing the tutoring services. The following terms have the meanings stated below:

“**Student**” means the child who is registered to attend the tuition;

“**Client**” means the parent or carer of a child registered to attend ACE 11+ Tuition; They are also referred to ‘you’.

“**ACE 11+ TUITION**” is a brand owned by ACE Tutorial LLP with Partnership No OC415815, registered in England and Wales. It is also referred to as “We” or “us” in this document.

“**Class**” means the class assigned to the child

“**Session**” means the period devoted to tutoring on one weekend for that class. It is usually 1hr 15mins for Year 4 and 2 hours for Year 5.

The T&C is effective from the date client to sign it and is valid until the client completes the tuition with ACE 11+ Tuition. Further minor amendments to this T&C may be done during the year that will be notified via group email. By receiving T&C by email, the client agrees unless they let ACE 11+ Tuition know about any points by writing to us within a week of receiving.

### 2. GENERAL DISCLAIMER

- a) ACE 11+ Tuition provides a safe environment and premises but accepts no liability for any personal property or injury to student or client.
- b) Although we work within the school curriculum, we will challenge the children with a lot of other questions and activities. We strive to provide the best possible tutoring service. However, we will not be held accountable or responsible for the academic success or lack thereof demonstrated by the student. Although we will do everything in our power to help grades and skill sets improve, we can offer no guarantee to it.
- c) We are not liable for any direct, incidental, consequential, indirect, special, punitive or similar damages arising out of use of our tutoring service, or any errors or omissions in the content of our materials. The client specifically waives any and all claims arising out of the use of this tutoring service.
- d) Fees may be changed, and the services offered added to or withdrawn at any time. However, fees will not be varied during a course or other service in progress. The tuition centre will give at least one-week advance notice.
- e) ACE 11+ Tuition reserves the right to amend or cancel a course if it is under-subscribed. In this case, a student may choose to attend another course or to receive a refund of fees paid.
- f) ACE 11+ Tuition reserves the right to amend the capacity of class if it is over-subscribed.
- g) Students should be aware that they are attending the course to study and are expected to behave responsibly at all times. An activity that could cause disturbance to other students or centre staff will result in instant dismissal from the course. In such case, no refund of fees will be made.
- h) The client will accept full liability for any damage caused by the student to premises where courses are taught.
- i) In the interests of the student's well-being while in the teacher's care, the centre must be informed of any medical or other conditions affecting the Student.



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## 3. DROPPING & COLLECTION

- a) **The safety of the child is of paramount importance to us. Every year about 5-10 accounts is closed where parents fail to adhere to the collect-drop rules.**
- b) The client must accompany their child for dropping to the classroom and collection from outside the classroom. Under no circumstances should the client let the child come unaccompanied to the classroom, such as dropping him/her at the car park and letting him come on his/her own.
- c) In case the client has delegated the drop/collect responsibility to your family friend, grandfather, etc., **the client must inform in writing at least a day before the class.**
- d) After completion of the class, no child would be allowed to leave on his/her own with any reason
- e) The parents must come to collect your child in all circumstances. They must aim to arrive 5-10 minutes before the class finish time. Parents from Red and Maroon class must be punctual in collecting on all occasions as it is the last class of the day.
- f) If the client doesn't arrive within 15 minutes of the class and time, the penalty charges are equivalent to one session tuition fee. We will try to contact the client over the phone.
- g) If the client doesn't arrive within 30 minutes of the class and time, we will contact 999 and report it as an emergency.
- h) If the client can't leave premises for any reason (car break down in our car park etc.), the penalty charges are £100 per hour to account for the disruption caused (in securing the premises) particularly if you are Red or Maroon class.

REFERENCE COPY



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## RULES FOR COLLECT & DROP BY PARENTS

1. The sign-in sheet would be put in the waiting area for parents to sign.
2. Parents to sign in & put time at the time of dropping their child.
3. Parents to sign out & put time at the time of collecting their child.
4. **Under no circumstances, you should drive into Sandybury Lane** (for Tubbenden Lane). Read the location directions document for further details. It includes you coming by cab or a friend/relative dropping your child. Every year about 5 parents have got their tuition accounts closed as they drove into Sandybury.
5. **Parents to accompany the child to the tuition, i.e. not leave them in the car park, end of the road etc. to come on their own. It means 'walk with your child' not very behind.**
6. Parents to write their mobile numbers on a slip and students to keep that slip safe in the stationery pouch. You may also stick it inside their notebook where your child knows who to call.
7. Harris Academy: Handover, your child to the tutor, i.e. drop him/her at the inside entrance or outside entrance depending if the tutor is inside or outside the classroom.

## RULES FOR COLLECT & DROP - DELEGATION

1. Parents to notify via text/WhatsApp for any delegation of collect/drop by Friday. You must send us a photo id of the delegated person on WhatsApp by Friday.
2. In the event you have delegated the collect/drop, it is your responsibility to update the person so that he/she follows the rules for the car park and sign-in/sign-out.
3. The delegated person must be over 18 years old. He/she should write his/her name & number on the attendance sheet + carry his id.
4. The delegated person must accompany the child to the tuition, i.e. not leave them in the car park, end of the road etc. to come on their own.
5. In an emergency, parents to notify via text/WhatsApp for any delegation of collect/drop before the class. But only one or two such emergency situations are expected in the whole year. Anything more may lead to discontinuing of tuition.
6. If you have a long-term arrangement for the collect & drop, all parties must notify via email clearly stating the arrangement. Kindly note that delegated parent must follow the rules and any non-conformance by him/her would also impact your tuition.
7. The tuition would be discontinued to the parents where the "Delegated person" does not follow the above rules.

## TIMING FOR COLLECT & DROP

1. You must try to drop before the session start time (usually 5-10 mins before). You must try to arrive before the session end time (5-10 mins before).
2. Parents arriving late for collection would be recorded, and more than 3 instances (of late by 5 mins) Or 1 instance (of late by 15 mins) may lead to dismissal.
3. You must have added both parent's numbers on WhatsApp notification. Both parents must keep the phone handy so that you can be contacted in the event of an emergency during the session & at the time of collection (we had an instance where dad slept in the car park, and mum was unreachable).

**The tuition would be discontinued "immediately" to the parents who do not follow the rules for collect and drop.**

## STUDY MATERIAL

- Parents to pack the bags for the child.
- Parents to ensure that the bag must contain all necessary items as per the stationery list and books, notebook etc. needed for the session



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- If the student does not have the correct books, we don't provide any spare books. Students are not allowed to share books as it disrupts the focus of another student.

## 4. VISITORS & FEEDBACK SESSIONS

- a) The client is sometimes called for 1-1 discussion to give quick feedback. The prospective clients are also called to brief them about our tuition and strategy.
- b) Such discussions may not be privately held, and the conversation may be heard by other clients, so please let us know in advance if you are not comfortable.
- c) You must refrain from bringing other siblings for such discussion. If you can't avoid, then it is your responsibility to ensure that the siblings are not disturbing by running around in the classroom and touching material (books, stationery, etc.) during the discussion. If this happens, you may be told to leave immediately.

## 5. COMMUNICATIONS

- a) All the emails and phone calls will be made to the primary contact details, which is generally one email and phone only. It is up to the client to forward emails between themselves.
- b) Most of the updates are sent via Whatsapp.
- c) If your primary contact account (email, phone) is not working, please let us know from alternate contact account.
- d) Most of our emails are for your information only, and we do not expect a response in return. However, in some emails, parents will be asked to confirm in writing that they have received, read and understood the points. The client must respond to such emails within 3 working days.

## 6. PAYMENT SCHEDULE

- a) The whole year's payment schedule is provided to the client before they start the tuition. The client must review the payment schedule and understand your payment commitments. The payments are to be made in advance and by the term, i.e. generally for 8 weeks.
- b) The primary contact (mum or dad) must ensure that payment is made before the deadline (as per the schedule provided). We suggest that they don't leave making the payment to the last date. Any reasons such as – we have a guest at home, online banking not enabled, husband on a business trip and could not visit the bank, etc. will not be considered and tuition services may be discontinued in the event of non-receipt of the payment.
- c) In the absence of tuition fee payment received, the student may be declined to attend the class and or terminated from the tuition.
- d) Year 4: The payment for July and Aug is payable irrespective of your attendance. If you are not keen to pay for Jul-Aug term, you should leave the tuition by the end of April.
- e) Year 5: The payment for July and Aug is payable irrespective of your attendance. If you are not keen to pay for Jul-Aug term, you should leave the tuition by the end of April.

## 7. PROCEDURE FOR LEAVING TUITION & ABSENCES

- a) **Calendar:** A whole year's calendar would be provided to the client so that the clients know the class and payment schedule.
- b) **Leaving:** The tuition fee paid for the term is non-refundable.



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- i. If the client decides to continue after the current term, they must pay for the next term by the payment deadline.
  - ii. If the client decides to leave, you can finish by the end of that term.
  - iii. If you decide to leave in between the term, no monies are refunded for the term. The
- c) **Absences:** All sessions are payable regardless of your attendance. No refunds are made if your child misses any sessions conducted due to any reason.
- d) **Allowed Absences:** We are closed during generally for 2-3 weeks in Dec, one week for Easter. These sessions are not payable.
- a. The planned closure by ACE 11+ Tuition is not payable by the client.
  - b. If the session is cancelled due to unforeseen circumstances at ACE 11+ Tuition, such sessions will not be payable by the client.
- e) **% Attendance:** The student's overall attendance may be monitored and communicated. The client must try to maintain a minimum of 90% attendance level for their child. Students with poor attendance may be terminated from the tuition.

## 8. CLASS SIZE AND TRANSFERS

ACE 11+ Tuition is group tuition. The class size can vary as some classes are in more demand than the other ones. It is about 30 students (with a waiting list). It is always ensured that students are given due attention, and they learn during the session.

We always endeavour that your child is learning (not struggling) and the right fit for the class. We believe in transparency and will be realistic with the parents regarding giving true feedback rather than painting a rosy picture.

- If we assess that your child is struggling in the class, we will re-plan strategy with the parents, and he/she may be moved to a different class.
- If we assess that your child is performing outstandingly in one class, we will re-plan strategy with the parents, and he/she may be moved to a different class.
- If the client is not happy with the re-assigned class, they have the right to leave the tuition at the end of the term.

We prepare our students to pass the finest grammar schools in the country. We always tell our students to try their best regardless of the results. Preparing for 11+ does mean additional work at home and bit more stress to do well. If you know that your child has a personality (very shy, overly sensitive) which is not suited for group tuition, you must go to a 1-1 tutor.

## 9. TERMINATION

- a) ACE 11+ Tuition reserves the right to terminate the services provided at any stage of the tuition at our discretion. Any excess monies paid would be refunded.
- a) Any violation in location-specific rules (explained below), i.e. if you damage or messing with the infrastructure would result in instant dismissal of the student. Some examples include writing on the wall, touching material that belongs to the school's children and breaking any furniture.
- b) Any disciplinary issues with your child will be flagged to the parents as an initial step. If the behaviour is observed to be not improving or he/she continues to distract the class, we may discontinue our tuition service to him/her.
- c) Any nonconformance to above points such as missing payment deadlines or poor attendance may lead to discontinuation of tuition services to your child without any notice.
- d) In the event of termination, any monies paid to us in advance against the classes (more than deposit monies) that your child has not attended will be refunded without





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any quibbles. However, you must complete the leaving formalities such as return any of material borrowed, etc. and only then the refund will be processed.

- e) All refunds are generally processed within 5 working days after you have finished tuition with us.

## 10. COMPLAINTS PROCEDURE

ACE 11+ Tuition is committed to developing a strong sense of partnership with parents/carers and other members of the local community. The Complaints procedure provides a good basis for understanding and resolution when things appear to go wrong. It describes the process to be followed by ACE 11+ Tuition and clients when complaints are made by either party. All initial complaint must be sent to ACE 11+ Tuition via emails, and the Complaints procedure can be provided upon request.

## 11. INTELLECTUAL PROPERTY & COPYRIGHT

- a) The study material provided in the tuition is copyrighted material and intellectual property of ACE 11+ Tuition.
- b) The material produced by your child as a result of our guidance (and may be marked by us) is also copyrighted by ACE 11+ Tuition. It also includes Creative Writing work (produced by children using our guidance and marked by us), Vocabulary list and Maths papers solution, etc. You agree that you will not copy, publish, share or distribute any materials without prior written permission from us.
- c) Kindly do not violate copyright (opening staplers, take copies, email to others and take a photo, etc.) unless agreed with ACE 11+ Tuition. It is your responsibility to make sure that the study material provided in the tuition is not shared with anyone, including other tutors, friends and families, etc. during and also after completing the tuition.
- d) Any violations of copyright may result in instant dismissal, no refund of tuition fee and potential legal actions.

## 12. RUMOURS AND DEFAMATION

Rumours can be a terribly damaging form of communication and detrimental to any business. Rumours spread throughout the parents are no exception, damaging the brand, tutor's character and potentially affecting business. The spreading of rumours is strongly monitored, and strict actions are taken against such parents. Please contact us by email for any clarification rather than relying on information provided by the fellow parent or your child.

## 13. PREMISES SPECIFIC RULES

We have been granted permission to use the school premises after lots of paperwork, governor approvals and expensive business insurances. Therefore, we would like to make the best use of these facilities and ensure that all rules are followed as expected by the school authorities.

Strict action may be taken, including termination of the student for non-conformance of these rules. Kindly note that this is not the complete list, but we expect everyone to use common sense.

### 14.1 CAR PARK / AT THE ARRIVAL

- a) Driving and parking instructions are provided at the time of joining the tuition. Some instructions may change during the year



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- b) The client must adhere to such instructions as these are crucial for ACE 11+ Tuition to run the service seamlessly.

## 14.2 CLASSROOM

The classroom is accessible from the car park. The tutor will usually be there to receive the students. The classroom is equipped with the latest facilities, ample seating capacity and heating, etc.

## 14.3 INSIDE THE SCHOOL / CLASSROOM

Some standard guidelines for using the facilities are shown below.

### Clients

- a) Please try to arrive on time.
- b) You must not access any part of the school premises except in the car park.
- c) No client is allowed inside the classroom at the time of the class.
- d) Washrooms facility is strictly for students only.**
- e) Your questions are welcome. However, please try to ask any queries in advance by email/phone/WhatsApp and avoid any face-to-face queries just before and after the class, as we need to ensure the safety of children first.
- f) If you have any burning issues, please allow the tutor to first see off all children before taking up your queries.
- g) No client is permitted to access any other part of the school other than the car park and path. Some restricted areas include a play area and **driving into Sandybury Lane.**

## 14.4 AFTER THE CLASS

- a) Students will be told to pack and queue up 3-5 mins before the class finish time. This is to ensure that none of the students takes too long to pack and leave.
- b) At the end of the session, the tutor will bring students outside the class and handover to parents.
- c) Please drive very carefully as sometimes the children also walk to their parent's cars.
- d) Please leave the area quietly and promptly after the class is finished and you have collected your child.
- e) The tutor will close all the locks and secure the main gate.

## 14.5 WASHROOM FACILITY

As the hire of facilities, ACE 11+ Tuition (and students) must ensure that the property is not damaged in any form as that can jeopardise our arrangement and pose a significant business risk.

1. The washroom facility is only for students.
2. Parents to ensure that their child doesn't need to use a washroom straight after arriving. If that's the case, please use some public washrooms on the way (McDonald/Tesco/Pubs on the High Street) before coming to the class.

## 14.6 GUIDANCE FOR STUDENTS

- a) Upon arrival, take a seat and sit quietly. Take out your books, homework (put a name on each piece of homework) and wait for the class to begin.
- b) No food or drink must be consumed in the classroom.
- c) The student must ensure not to forget your belongings (clothes, books or stationery) in the classroom. ACE 11+ Tuition holds no responsibility for losses due to student's negligence.



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- d) **You must not touch any study items in the classroom as these are the property of Primary School (not ACE 11+ Tuition). Parents are liable to pay for any losses and may lead to termination of tuition to your child.**
- e) The student must stay in the classrooms at all times. He/she is not allowed to go outside the class (car park or washrooms) without the permission of ACE 11+ Tuition.
- f) The tutor will give a tour to students to show them the facilities as some areas are restricted by a security alarm.
- g) At the end of class, he/she must pack the bags quickly and wait in a queue.
- h) No student is generally allowed to use the washroom for the first 15mins and last 15mins of the session.
- i) The student should not spend an unreasonable amount of time in the washroom as that can result in the conversion of short break into a long one.
- j) The student should not run in the corridors while going to the washroom or coming back.
- k) The student should not play while inside the washroom (throw water, push other students, kick the doors and shout/scream for no reason, etc.)
- l) The student should ensure that they have used the washroom properly and left in the good state to be used by the next set of students.
- m) After using the washroom, they should take their seats and start revising their work.
- n) It is the responsibility of the client to ensure that the student understands the expected behaviour on the premises.
- o) Any student found behaving inappropriately with the facilities may be terminated from the tuition with immediate notice.

## 14.7 PARKING

- a) A document for driving instructions and parking is provided at the time of joining.
- b) Clients must ensure that they adhere to the parking rules.
- c) Please park in the car-park spaces provided and not in the middle of the areas. If the spaces are full by the time you arrive, it means that you should park near the shops and walk.
- d) You must come to collect your child near the exit of classroom entrance (rather than waving from the car or from the other side of the car park)
- e) Please be vigilant when leaving the car park as sometimes other parents and children are also walking in the same area. It is the client's responsibility to ensure that their child is collected and escorted safely to the car.
- f) Please ensure that your child is not running on his own in the car park, for example. One student who sat in the car suddenly thought that he forgot his pencil case. He got out and ran in the car park. The parent must ensure that they have child locks etc.
- g) Please don't go to the school's park and beyond the side gate, which is located at the end of the car park. Also, refrain from playing in the car park or speaking loud just outside the classroom while the class is running.
- h) Any student seen running around unattended in the car park or the school's green area may be terminated from the tuition with immediate notice. The parent must ensure that your child sits safely in your car.

## 14.8 RULES FOR THE SESSION

Please ensure that your child does (and fully understands) the following:

- You should not arrive 15 mins before the session time (unless you are coming from distances over 10-15 miles as the traffic could be smooth on some days). If you arrive early on some days, please wait in your car.
- Students will not be permitted to enter the classroom 10mins before the session start time.



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- Upon arrival, the students must take the pre-assigned seat, take out books and stay quiet by revising the comprehension (or read a book) as the tutor may be discussing something important with the parents during this time. They should refrain from asking questions before the session has started.
- No student will be allowed to share the books, stationery, etc. as it is unfair to the other student (who has to share). Also, it is disturbing for the entire class as we have to sometimes move students in the middle of the session, particularly when more than one student sitting next to each other forgot to bring the books.
- If your child is trying to distract the class by speaking things that are not relevant to the session, you will be informed about it after the class.
- Any regular occurrences of non-conformance to the above points will be noted for further actions.

## 14. MEDICAL & SPECIAL NEEDS

- Clients must notify of any medical issues such as special needs, allergies, disabilities, etc. in the Registration form and/or by email at the time of admission.
- In some circumstances, clients may come to know about the special needs during the year. For such instances, clients must inform us about the outcome of any medical issue.
- ACE 11+ Tuition is an 11+ group tuition. We don't have a facility for students with special needs. Therefore, we reserve the right to decline the admission or discontinue providing tuition services if there are any medical issues identified at the time of registration or during the tuition term. This is to ensure that clients can go to a specialised 1-1 tutor who can teach as per the individual needs of the student.

## 15. PRIVACY POLICY

ACE 11+ Tuition would store personal data in the hard or electronic form, and it may be given to, or accessed by, other legal entities trading under the "ACE 11+ Tuition" or "ACE" brand (including ACE 11+ Tuition associated companies). The data will not be given or provide access to any third party.

ACE 11+ Tuition reserve the right to the following:

- Publish results of 11+ exams on ACE 11+ Tuition website and marketing materials such as brochures (if needed).
- The results would **NOT** display the student's name, the name of exams/schools passed and scores. It shows the results at a summary level, i.e. how many students passed a particular exam or grammar school.
- We are very successful tuition provides and don't do any marketing. However, we may take photographs of the students just as memory and display on ACE Tuition website and brochures (if needed). The client may opt for group photographs only and may specify that in the notes box and any additional info.

Client, i.e. parent or carer, agrees to provide the following:

- Provide exam feedback to ACE 11+ Tuition
- Provide testimonial via email and/or on social media (Facebook). The testimonial & your name & profile photo may also be shared with ACE 11+ Tuition website.
- Provide the name of secondary school finally assigned on the allocation day
- **Keep us informed (in writing) of any changes that may impact the tuition. Some examples are - moving house, getting separated/divorced, getting addition tutor, extracurricular activities commitments at school, any medical needs for the child, parents are a teacher or related to education etc.**
- Visa status (if not on UK/EU passport)



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- The client may provide any additional information in the notes box

Under GDPR, we intend not to keep the data for a duration longer than intended. Our policy for GDPR is available to view on the website.

## 16. AshACE Online

- The payment you make is only for teaching your child in classroom on the weekend.
- The online facility may be given to you purely 'out of courtesy'. But it is not part of this contract, only the management is same.
- The online facility may be withdrawn at any time by the discretion of management (and a reason will not be provided).
- Further details would be given to you via AshACE Online consent form which you have to sign separately.

REFERENCE COPY



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## CONFIRMATION OF ACCEPTANCE

NAME OF THE STUDENT

GENDER

DATE OF BIRTH

SCHOOL

This is a reference copy.

You must notify us upon making the payment.

The T&C is sent to you once the payment is received.

You must sign it online.

A copy is sent **automatically** to your and our inbox.

Try to do it on computer (not on phone)

NAME OF THE PARENT/CARER

CONTACT NUMBER (Mobile 1)

CONTACT NUMBER (Mobile 2)

PRIMARY EMAIL ID

ADDRESS LINE 1

ADDRESS LINE 2

CITY/TOWN

COUNTY

POSTCODE

YOUR COUNCIL

I confirm that the above information is true and best to my knowledge and will keep ACE 11+ Tuition informed of any changes to this information.

I confirm that I have read, understood and agree to the Terms and Conditions, including the privacy policy.

I confirm that I have read, understood and agree to the Payment schedule.

Signature of Client (Parent / Carer)

DATE



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NOTES (Please add any notes such as any medical conditions, if you or spouse has an association with any school, tuition or tutoring)

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