Infinite Tutors Ltd

Client Terms & Conditions

Version: 1.2
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1. Introduction

These Terms & Conditions ("Terms") govern the provision of educational services by Infinite Tutors Ltd ("Infinite Tutors", "we", "our", or "us") to the client ("Client", "you", or "your").

By booking or purchasing any service from Infinite Tutors, you agree to be bound by these Terms.

These Terms apply to all services unless otherwise agreed in writing.

Company: Infinite Tutors Ltd
Company Number: 14239382
Registered Address: 27 Maundeby Walk, London, NW10 2TG, United Kingdom
Email: kaif@infinitetutors.org

2. Who We Contract With

Where services are provided to a student under the age of 18, the contract is between Infinite Tutors and the parent or legal guardian, not the student. By booking, you confirm that you hold parental responsibility for the student, or are otherwise legally authorised to arrange educational services on their behalf, and that you are responsible for payment of all fees.

Where more than one adult holds parental responsibility, the person making the booking confirms they are authorised to do so and will keep any other person with parental responsibility informed as appropriate.

3. Our Services

Infinite Tutors provides educational support including, but not limited to:

- One-to-one tutoring
- Group tutoring
- Academic mentoring and coaching
- Learning Profile Assessments
- Online knowledge assessments
- Revision programmes
- Educational workshops
- Parent consultations
- Academic progress reporting
- Access to the Infinite Tutors online platform where applicable

Service availability may change from time to time.

4. Educational Nature of Services

Our services are educational in nature. Infinite Tutors does not provide:

- Medical advice
- Psychological therapy

- Clinical assessments
- Formal SEND diagnoses
- Educational psychology services

Any recommendations provided are intended to support learning and should not replace advice from qualified healthcare or educational professionals.

5. Your Right to Cancel (Cooling-Off Period)

Where you book our services online, by telephone, by email or otherwise away from our business premises, you have a legal right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel the contract within 14 days without giving any reason.

Cancellation period

The cancellation period expires 14 days from the day the contract is concluded.

How to cancel

To exercise this right, you must inform us of your decision to cancel by a clear statement, for example an email to kaif@infinitetutors.org or a letter to our registered address. You may use the model cancellation form set out below, but you are not required to do so. To meet the cancellation deadline it is sufficient for you to send your communication before the cancellation period has expired.

Starting services during the cancellation period

If you would like tuition to begin before the end of the 14-day cancellation period, you must expressly request this. Where you have made such a request and then cancel within the cancellation period, you remain liable to pay a proportionate amount for the services actually provided up to the point you told us you wished to cancel. If no services have been provided, you will receive a full refund.

Effect of cancellation

We will reimburse all payments received from you, less any proportionate deduction described above, without undue delay and no later than 14 days after the day on which we are informed of your decision to cancel. Reimbursement will be made using the same means of payment you used, unless you expressly agree otherwise, and you will not incur any fees as a result of the reimbursement.

Model cancellation form

To: Infinite Tutors Ltd, kaif@infinitetutors.org — I hereby give notice that I cancel my contract for the supply of the following service: [describe service]. Ordered on / received on: [date]. Name of consumer: [name]. Address of consumer: [address]. Date: [date].

This cancellation right is separate from, and in addition to, the ongoing cancellation and rescheduling arrangements set out in clause 10.

6. Fees

Tuition fees will be confirmed in writing before services commence. Unless otherwise agreed:

- invoices are issued in advance;
- payment must be made by the stated due date;
- tuition may be suspended where invoices remain unpaid.

All prices are quoted in Pounds Sterling (£). Infinite Tutors is not currently VAT registered and no VAT is charged. Should Infinite Tutors become VAT registered, we will give you notice before VAT is applied to your fees.

Changes to fees

We may change our fees from time to time. We will give you at least 30 days' written notice of any change to the fees applying to ongoing or recurring tuition. If you do not wish to accept the new fees, you may terminate the ongoing arrangement before the change takes effect without penalty.

7. Payment

Payments may be made using the methods specified on the invoice. Late payments may result in:

- suspension of tuition;
- cancellation of future sessions;
- recovery of outstanding balances.

The Client remains responsible for payment of all booked sessions unless cancelled in accordance with these Terms.

8. Booking Tuition

Lessons may be booked:

- as one-off sessions;
- on a recurring weekly basis; or
- as part of a tuition or mentoring programme.

Recurring bookings reserve a tutor's availability for the agreed time slot.

9. Student Attendance

Students should:

- arrive on time;
- attend with required equipment;
- participate respectfully;
- complete agreed work where possible.

Late arrival does not extend the scheduled lesson. Repeated unexplained absences may result in cancellation of recurring tuition and, in line with our Safeguarding & Child Protection Policy, may be followed up as a welfare matter.

10. Cancellations and Rescheduling

Client cancellation

At least 24 hours' notice must be provided to cancel or rearrange a lesson. Where less than 24 hours' notice is provided, the full lesson fee may be charged. We will not normally charge where a lesson is missed due to genuine illness or emergency, and we will always consider individual circumstances reasonably.

Tutor cancellation

Where Infinite Tutors cancels a lesson, we will:

- rearrange the lesson at a mutually convenient time; or
- provide a credit or refund.

11. Online Lessons

For online tuition the Client is responsible for ensuring:

- a suitable internet connection;
- an appropriate device;
- a quiet learning environment where reasonably possible;
- access to any required software.

In line with our Safeguarding & Child Protection Policy, a parent or guardian must be present in the home and aware that the lesson is taking place for all students under 16, and cameras must remain on for the duration of the session.

Infinite Tutors cannot be held responsible for disruption caused by internet failures or technical issues outside our control. Where a lesson is materially disrupted by a technical failure on our side, we will rearrange the lesson or provide a credit.

12. In-Person Tuition

Where tuition is delivered in person, the location must be agreed in advance in writing and must be a suitable, appropriate environment for learning. A parent, guardian or other responsible adult must be present in the premises throughout any in-person session with a student under 18.

Tutors will not transport students in private vehicles. Where in-person tuition takes place at a third-party venue such as a school, academy or community organisation, that organisation's own safeguarding arrangements apply alongside ours.

13. Tutor Allocation

Infinite Tutors will match students with tutors based on subject knowledge, experience and availability. We reserve the right to change tutors where necessary. Where practical, reasonable notice will be provided. All tutors hold an Enhanced DBS certificate including a check of the Children's Barred List.

14. Homework

Tutors may set independent work between lessons. Homework is intended to support learning but completion remains the student's responsibility unless otherwise agreed.

15. Learning Profile Assessment

Where provided, the Learning Profile Assessment identifies learning preferences, strengths and potential barriers to learning. It:

- is not a medical assessment;
- does not diagnose ADHD, autism, dyslexia or any other condition;
- should be used alongside professional educational judgement.

16. Online Assessment Platform

Where access is included, students and parents may receive access to the Infinite Tutors assessment platform. Users agree:

- not to share login credentials;
- not to copy or distribute platform content;
- not to attempt unauthorised access to the platform;
- to use the platform solely for educational purposes.

Accounts are provided on the basis of the age and role of the user. Where a student is too young to hold their own account, access is provided to the parent or guardian only. Infinite Tutors may update platform functionality without prior notice.

17. Use of Artificial Intelligence

Infinite Tutors uses artificial intelligence tools to support parts of our service, including the automated marking of extended written and mathematical answers submitted through our assessment platform, and the generation of draft reports and learning materials.

Where AI is used:

- It supports, and does not replace, the professional judgement of a qualified tutor.
- Automated marks and AI-generated observations are reviewed by a tutor before they form part of a student's record or any report provided to you.

- No decision producing legal or similarly significant effects for a student is made solely by automated means.
- You may ask us how AI has been used in relation to your child's work, and may request human review of any automated mark.

Further detail on how student data is processed by these tools, including relevant data transfers, is set out in our Privacy Policy.

18. Progress Reports

Progress reports are intended to support ongoing learning. They represent the tutor's professional educational opinion based on lessons completed. They should not be interpreted as guarantees of future academic performance.

19. Examination Results

Infinite Tutors aims to improve understanding, confidence and academic performance. However, examination grades and educational outcomes cannot be guaranteed. Achievement depends on many factors beyond our control, including:

- attendance;
- motivation;
- independent study;
- school teaching;
- examination performance;
- health and personal circumstances.

20. Behaviour Expectations

Students are expected to behave respectfully towards tutors and staff. Infinite Tutors reserves the right to suspend or terminate services where behaviour is:

- abusive;
- threatening;
- discriminatory;
- persistently disruptive.

Where we terminate services for this reason, we will refund any fees paid in advance for sessions not yet delivered. We may withhold refunds only to the extent of loss we have actually incurred, and we will explain any such deduction in writing.

21. Recording Lessons

Lessons may only be recorded where all parties, including the tutor and the parent or guardian, have provided prior written consent and where the purpose and retention period have been agreed in advance. Unauthorised or covert recording, distribution or publication of lessons is prohibited by any party.

22. Intellectual Property

All teaching materials produced by Infinite Tutors remain our intellectual property unless otherwise agreed. This includes:

- worksheets;
- presentations;
- assessment questions;
- reports;
- dashboard content;

- videos;
- digital resources.

Materials are licensed for the student's personal educational use only. They may not be copied, sold or redistributed without written permission.

23. Confidentiality

Infinite Tutors will treat student information confidentially except where disclosure is required:

- by law;
- for safeguarding purposes;
- to protect an individual from harm;
- with the client's consent.

24. Safeguarding

Infinite Tutors is committed to safeguarding children and young people. All tutors are required to comply with our Safeguarding & Child Protection Policy. Where safeguarding concerns arise, Infinite Tutors may share information with appropriate authorities where legally required or necessary to protect a child, and may do so without first notifying you where notifying you would increase risk to the child.

25. Data Protection

Personal data is processed in accordance with UK GDPR and the Data Protection Act 2018. Further information is available within our Privacy Policy.

26. Force Majeure

Infinite Tutors shall not be liable for delays or failure to perform services resulting from events beyond our reasonable control, including:

- severe weather;
- illness;
- internet outages;
- power failures;
- government restrictions;
- natural disasters.

Where such an event prevents delivery of a paid session, we will rearrange it or provide a credit or refund.

27. Your Legal Rights

Nothing in these Terms affects your statutory rights as a consumer. Under the Consumer Rights Act 2015, services must be performed with reasonable care and skill. If a service is not carried out with reasonable care and skill, you may be entitled to ask us to repeat the service or to a price reduction.

28. Limitation of Liability

Nothing in these Terms excludes or limits our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- breach of the terms implied by the Consumer Rights Act 2015; or
- any other liability which cannot lawfully be excluded or limited.

Subject to the above, we are responsible for loss or damage you suffer that is a foreseeable result of our breaching these Terms or failing to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable.

Subject to the above, our total liability arising from the provision of services shall not exceed the greater of £1,000 or the total fees paid by the Client in the twelve months preceding the event giving rise to the claim.

29. Complaints and Dispute Resolution

Clients wishing to raise a complaint should do so in writing. Complaints will be handled in accordance with the Infinite Tutors Complaints Policy, which sets out our timescales for acknowledgement and response.

If we cannot resolve your complaint through our internal process, you may be able to refer the matter to an alternative dispute resolution provider, or to the Citizens Advice consumer service for guidance. Where tuition has been arranged or funded through a local authority or other commissioning body, you may also raise the matter through that organisation's own complaints process.

Complaints specifically concerning the handling of personal data are dealt with under the data protection complaints route set out in our Complaints Policy and Privacy Policy.

30. Termination

Either party may terminate ongoing tuition by providing reasonable written notice unless otherwise agreed. Outstanding invoices for services already delivered remain payable, and fees paid in advance for undelivered sessions will be refunded.

Infinite Tutors reserves the right to terminate services immediately where:

- safeguarding concerns arise;
- abusive behaviour occurs;
- repeated non-payment occurs;
- these Terms are materially breached.

31. Changes to These Terms

Infinite Tutors may update these Terms from time to time. We will give you reasonable written notice of any material change. The latest version will apply to future bookings and, following notice, to ongoing services. If you do not accept a material change, you may terminate ongoing tuition without penalty before it takes effect.

32. Governing Law

These Terms are governed by the laws of England and Wales. Any dispute arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

Contact

Infinite Tutors Ltd

Email: kaif@infinitetutors.org

By booking tuition or using any service provided by Infinite Tutors Ltd, the Client confirms that they have read, understood and agree to these Terms & Conditions.