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Our Terms & Conditions

A. Our commitment to you

1. We will work with our student to improve their performance in the exams, by building their knowledge, skills and confidence.
2. Our term dates for the school year 2020-2021 are:

Autumn Term

Thursday 3 September 2020 - Sunday 20 December 2020

Spring Term

Monday 4 January 2021 - Sunday 18 April 2021

Summer Term

Monday 19 April 2021 - Saturday 31 July 2021

3. Please note that **there will be no sessions** during the Christmas Holidays, from Monday **21st December 2020 to Sunday 3rd January 2021**.
4. If Phi Tuition makes a cancellation of a lesson, there will be a 24-hours notice along with a reschedule and replacement of that lesson.
5. Unless there is a prior notification, our classes will run as scheduled during the English Bank Holidays and half-terms.
6. We will teach our students up to the last day of July. Our GCSE (Year-11) and A-Level (Year-13) classes will finish the last day of May. When their examinations fall in June, we may continue, when appropriate, to teach students up to their last examination paper. We will seek your approval first, if extra payment is required.
7. Phi Tuition reserves the right to make alterations to the timetable of a class, only if all participants of the respective class agree with the rescheduled timetable.
8. In case there are less than three (3) students in a class, Phi Tuition reserves the right to reduce the hours or cancel that class, offering a refund of the remaining weeks that have been paid. In that case, we will let you know in advance.
9. Our tutors are contracted specialists, who have been trained, professionally assessed and qualified.
10. Although we will endeavour to keep the same tutor through out the year, circumstances may force us to replace the tutor for a given period or for the rest of the year. We will let you know in that case.
11. We will respect you as student and as parent. If you disagree with something we have done, please tell us.

B. Your commitment to us

12. Students are requested to attend their classes in a timely manner. In the event of a late arrival of a student or a missed class, we will not extend or replace the class.
13. Parents agree to pay the fees on time, by setting up a Direct Debit.

14. Parents and students agree to consult their dedicated account on our online portal for operational updates (calendar and announcements) and to track the progress of the students.
15. In the event of unpaid fees, we regret that we will have to stop immediately our courses to the student, without previous notice.
16. There is one-month cancellation policy. As such, parents should notify us by email, should they wish to stop the courses.
17. Should Phi Tuition considers that a student behaves inappropriately, or that the courses are not suitable for the student any more, Phi Tuition reserves the right to cancel at any time the courses offered to the student, without the obligation of providing a prior notice or justification for the decision.
18. By proceeding with the payment, you agree with the terms outlined in this form.
19. For a private class and if you wish to cancel a session, please give us a 48-hours notice, in which case there will be no charge. In any other case, you agree to pay us the cancelled session.
20. Tell us if it you think that we didn't get something right and we'll fix it.

C. How much it will cost you

21. There are no hidden extras or selling-up/on catches – It's all laid out and agreed before we start.
22. There will be no charges for any extra classes we might offer at our discretion, as well as for all the material we'll give to the student.
23. The fees are for the remaining duration of the school year. There are no charges for the past sessions.
24. For private classes, we will charge our sessions per hour, at the agreed amount and we will let you know when you have used up all the pre-paid hours.
25. Upon this registration, we will set up a direct debit for recurring payments
26. It is important that the Direct Debit mandate is authorised as soon as possible to avoid delays in the registration of the student.
27. We regret that we cannot accept payments made by cheques.
28. Please note that, in case you have decided to cancel your classes or for missed sessions, we will not refund tuition fees that have been already paid.
29. In case you have decided to cancel your classes, no further fees will be charged. But please let us know beforehand if you are not happy and we will do our best to fix it.

D. Our Privacy Policy

30. We will keep confidential any information about you.
31. The data we hold on you is that which you give in this registration form - your name and contact details (for instance, address, telephone number, email address).
32. We also hold data about our student, such as their school, date of birth, educational background and other information that can help us delivery our services to them.
33. By signing up the registration form, the parent/guardian gives their consent to use the details of the student, solely for the purposes of our services.
34. We hold this data in order for us to get in touch with you and send you our communications, for instance our newsletters, the performance reports and essential notifications regarding the operation of our classes.

35. We will store your data securely and will keep it until you ask us to remove it. We will not sell, swap or pass your data on to third parties.
36. You will always be in control of your data. If you wish at any time for your data to be removed, or for us not to contact you, you can contact us by email or by telephone or by letter.
37. You may have subscribed to our email mailing lists or opted in to receive communications by email only. Phi Tuition will give instructions on how to unsubscribe at the end of each email.
38. Our full privacy policy can be found on our website - please review it carefully.
39. Please let us know your preferred method of communication (EMAIL, PHONE, TEXT MESSAGES) by emailing us.



Dr Efstathios (Stathis) Stefanidis
Founder & Director