MJMTPolicies

Terms of Service

POLICIES & GUIDANCE

Terms governing the provision and use of tuition services

Business	Mr James Maths Tuition
Policy	Terms of Service
Updated	15/11/2026
Applies to	Clients using online or in-person tuition services

Important: These Terms apply when supplied before booking confirmation and accepted by the Client. Short-notice cancellations and rescheduling are chargeable under the Cancellation Policy. Tuition is provided with reasonable care and skill, but specific academic results are not guaranteed.

Document status

These Terms and Conditions (“Terms”) govern the provision of tuition services by Mr James Maths Tuition (“the Tutor”, “we”, “us”, or “our”) to clients, including students and, where applicable, parents or guardians (“you” or “the Client”). They form part of the contract when supplied before confirmation and accepted by the Client.

1. Scope of Services

1.1 Mr James Maths Tuition provides private mathematics tuition, 11+, 12+(CAT4), Functional Skills and Statistics and educational support services, whether delivered in person or online.

1.2 Tuition is intended to support learning, understanding, and confidence in mathematics and does not replace formal schooling, independent study, or examination preparation conducted by the student.

2. No Guarantee of Results

2.1 While tuition is delivered with reasonable care, skill, and professionalism, no guarantee is made, express or implied, regarding academic results, including but not limited to grades, examination outcomes, passes, or academic progression.

2.2 Attendance at tuition sessions does not constitute a promise or assurance of improvement, success, or specific academic achievement.

2.3 Any statements, examples, or testimonials referring to past progress or success are illustrative only and do not represent typical or guaranteed outcomes.

3. Shared Responsibility for Learning

3.1 Educational progress depends on multiple factors outside the Tutor’s control, including attendance, engagement, independent study, prior knowledge, health, wellbeing, and personal circumstances.

3.2 Tuition is a collaborative process and responsibility for outcomes is shared between the Tutor, the student, and where applicable, parents or guardians.

4. External Institutions and Examination Bodies

4.1 The Tutor has no control over schools, colleges, examination boards, or awarding bodies.

4.2 No responsibility is accepted for syllabus changes, grading decisions, or assessment outcomes determined by third parties.

5. Nature of Tuition Services

5.1 Tuition services are advisory and instructional in nature.

5.2 Nothing in these Terms creates an obligation to deliver a particular academic outcome.

5.3 Tuition does not replace required school attendance or independent study.

6. Cancellations and Attendance

6.1 Clients are responsible for attending agreed sessions promptly.

6.2 Customer-requested cancellations or rescheduling with less than twenty-four (24) hours' Written Notice before the original Session start time, including changes to an earlier or later time on the same day, will be treated as short-notice cancellations. The original Session will be charged in full or, for a Block Booking, its full scheduled duration deducted from the remaining tuition hours. Replacement Sessions are separately chargeable or deducted from the remaining hours. No discretionary waivers apply. Missed sessions are subject to the Cancellation Policy. Late arrival does not entitle the Client to extra time or a partial refund. Charges and deductions will be reduced where required by law to reflect reasonable net loss, taking account of costs saved

and reasonable opportunities to reallocate the reserved time. Statutory rights are unaffected. Tutor cancellations and service failures are governed by the applicable policies.

7. Limitation of Liability

7.1 To the fullest extent permitted by law, the Tutor shall not be liable for academic underperformance, failure to meet grade targets, or decisions made by educational institutions.

7.2 Nothing in these Terms limits liability where unlawful to do so, including under the Consumer Rights Act 2015.

8. Misrepresentation

8.1 No statements made outside these Terms shall be relied upon as guarantees of results.

9. Acceptance of Terms

9.1 The contract becomes binding when written booking confirmation is issued after the Client has received and accepted the applicable contractual documents. Booking, payment or attendance alone does not replace that requirement.

9.2 For students under 18, acceptance by a parent or guardian is required.

10. Governing Law

10.1 These Terms are governed by the laws of England and Wales.

11. Updates to Terms

11.1 Changes to contractual terms apply to future bookings or existing bookings expressly varied after the updated terms have been supplied and accepted, unless required by law.