Group Lessons

Online via Zoom

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educationbees.co.uk

1. Booking & Payment - Pay as you go

By booking a session, you (the Parent/Guardian) agree to these terms, which ensure a safe, fair, and productive learning environment for all students.

- Payment must be completed in full at the time of booking
- The zoom link will be emailed to the parent/carer once payment has been received.

2. Cancellations and Missed Sessions

- If a student is unable to attend a session please provide as much notice as possible
- A session credit will be given to a student if the tutor is notified of their absence before the start of the session
- The session credit can be transferred to an alternative group session which must be booked and attended within exactly 4 weeks of the missed session date
- If the tutor needs to cancel a session, an alternative session or refund will be offered
- Refunds will not normally be given for technical issues on the student's side.

3. Attendance & Punctuality

- Students should join the Zoom sessions on time
- Late arrivals will not be entitled to additional time at the end of the session
- The tutor will aim to start and finish each session at the advertised times.

4. Behaviour & Respect

- All students are expected to behave respectfully towards the tutor and other students
- Continuous disruptive behavior will result in the student being moved to the waiting room, and the parent will be notified immediately.

5. Zoom and Technical Requirements

- Parents/carers are responsible for ensuring that their child has a suitable device, internet connection and access to zoom.
- A quiet learning environment is recommended
- Students can choose to have their cameras ON or OFF during the sessions.

6. Recording

- Students must not record (video and audio), screenshot or share any part of the sessions without prior permission
- The tutor will not record sessions.

7. Privacy & Safeguarding

- Zoom links/passwords must not be shared with anyone else
- Personal information shared during sessions should remain confidential
- Parents or guardians are responsible for ensuring appropriate supervision and a suitable learning environment
- Any safeguarding concerns will be dealt with appropriately
- The child's zoom display name should match the first name provided during booking.

8. Data Protection & GDPR Compliance

- We collect minimum personal data - solely for the purposes of managing bookings, delivery of tutoring services, and communications.
- Data is stored securely and is retained only as long as necessary
- Data is never sold or shared with external parties, except where strictly required to operate the service (e.g. a secure third-party payment platforms).

By booking a session, the Parent/Guardian acknowledges they have read, understood, and agreed to these terms and conditions.