



# ACHIEVERS' ACADEMY

## TERMS AND CONDITIONS

### 1. Premises

All coaching and assessments of Achievers' Academy (AA) will take place at The Vyne Community School, Vyne Road, Basingstoke, Hampshire, RG21 5NU. But please refer to the website at <http://achieversacademy.co.uk> or contact us for the most current details about the premises.

### 2. Course

Year 3 course comprises of Mathematics and English.

Year 4 course comprises Mathematics, English, Verbal Reasoning and Non Verbal Reasoning.

Year 5 course comprises of Mathematics, Verbal Reasoning, Non Verbal Reasoning and English.

Year 6 -SATs course comprises of Mathematics and/or English.

All other years will be as per requirements of the student.

### 3. Enquiry

All course related enquiries should be referred to the Admin between 10:00am - 2:30pm on Saturdays at The Vyne Community School, Vyne Road, Basingstoke, Hampshire, RG21 5NU. For any queries please email: [contact@achieversacademy.co.uk](mailto:contact@achieversacademy.co.uk). Or call following number: Ph : (0) 208 8090 4824

### 4. Privacy policy

Achievers' Academy data protection and privacy policy forms part of these terms and conditions, and by agreeing to these Terms and Conditions, you also give your consent to the way we may handle your personal data as detailed in that policy.

### 5. Refund

Fees are nonrefundable. Please contact Management for further details.

### 6. Attendance

Please note, it is the responsibility of the parent/guardian to ensure that the child attends each session of the course to gain the maximum benefit from the course. In case of any unavoidable circumstances the child remains absent; please notify the admin as soon as possible.

### 7. Missed Lessons

- No refund of course fees shall be due in the event of non-attendance by a pupil.
- If a child misses a lesson due to any reason, the class cannot be repeated due to lack of time. However, the resources used in that lesson will be made available to the student on request.
- If AA fails to provide a lesson due to teacher absence every effort will be made to provide a substitute lesson at another time within the academic year.

### 8. Illness

Any child suffering from any form of contagious illness will not be admitted in the class for concerns of health of other children. Should a child be taken ill during a session, the named parent /guardian will be informed immediately and will be expected to collect the child as soon as possible.

### 9. Homework

To gain the most from this course, AA recommends that your child completes the assigned homework on a daily basis. AA expects parents to ensure that all homework is attempted and marked. Any gaps in understanding should be highlighted through a written note in the link diary.

### 10. Behavior

No misbehavior towards any of the tutors, staff of the company, or any of the other students will be tolerated at any given time.

### 11. Arrival and Collection

It is the responsibility of the parent/guardian to bring their child into to the venue before their lesson and to collect them at the end of the session. Children will not be permitted to leave the premises under any circumstances unless accompanied by named parent/guardian. Children will only be released to named adults unless prior notification has been given in writing. In the event that you are unavoidably delayed, please inform us by calling the Admin team on 0208 8090 4824. A late collection charge of £5 per 15 minutes will be applicable. In the interest of the safety and wellbeing of the child, we strongly discourage late collection.

### 12. Food and Drink in School

Please note that, in the interests of hygiene, AA policy is not to allow ANY kind of food, including chewing gum in the teaching hours. Students are advised to bring and eat their own snacks during the 15-minute break time. Please ensure all food is nut free as we may have other students with nut allergies in the class.

### 13. Health & Safety Policy

AA takes its responsibilities for the health and safety of all attending children seriously. Our tutors are professionally qualified and trained in the health and safety considerations at work.

### 14. CRB Checks

Our tutors are subjected to a thorough check by the Disclosure Barring Service (DBS). There is also a qualified first aider on site throughout the duration of the course.

### 15. Fire Safety

Fire prevention, precautions and equipment are reviewed and checked regularly. Emergency evacuation procedures are practiced throughout the year at the premises.

### 16. Valuables

Please note that, in the interests of safety, AA does not allow mobile phones to be switched on during the entire sessions. We strongly advise that no other gadgets of any kind are carried by children to the premises. We do not take any liability for any damage or loss to such property while the child is on the premises.

### 17. Parking

Please note that, it is the responsibility of parent/guardian to adhere to relevant policy of the premises or surrounding areas regarding Parking. AA is not responsible for any parking penalties incurred by any parent/guardian.

### 18. Emergency Medical Treatment

Parent or guardian consents to any necessary emergency medical treatment whilst the child is attending the course and authorizes the staff to sign any form of consent required by medical staff if a delay in obtaining parent's signature could endanger the child's health and safety.

### 19. Applications to Schools

It is the responsibility of parents to make applications to various schools (AA can advise if required). It is advisable for parents to visit schools of their choice on appointed open days in the autumn term before the 11+ examinations.

### 20. Guarantee of Success

AA does not guarantee success at 11+/any exams and a place at the/any desired school/s.

### 21. Complaints Procedures

Any problems should be first discussed with the admin who will make every effort to address the grievance. Should the problem remain unresolved, it should be raised with the Management in writing or requesting an appointment. The matter will be investigated and the outcome will be communicated to you on phone and writing within 48 hours.

### 22. Contact with teachers

All contact with Achievers' Academy teachers will be required to be through Achievers' Academy including any one to one lessons that you may wish to arrange with the teachers. Achievers' Academy teachers will not be able to take on any of Achievers' Academy students privately.

I/we have read and understood the terms and conditions of this agreement and accept them without any objections. I/we guarantee that I/we shall remain personally liable to the company for all sums due under this and any other connected agreement and time of payment shall be of the essence.

I/we shall be liable for and shall indemnify the company against all costs and expenses (including any legal costs on a full indemnity basis) incurred or sustained by the company in enforcing any of the above-mentioned terms.