



# Confidence, Self esteem, Success

ABN 51 244 851 255

PO Box: 726

Padstow 2211

## AES Terms & Conditions

**Getting Started:** After you have purchased a block of hours, we will start our search for an appropriate tutor. This process may take up to a week, but often requires less. We will do our best to find a competent tutor who will fit into your schedule as closely as possible, although we cannot guarantee specific session times or days, nor can we guarantee a specific type of tutor (male vs. female etc.) Your tutor's availability may change after a period of time, in which case Advanced Education Solutions will find a suitable replacement tutor.

**Student Progress:** Your tutor will begin their hour of tutoring when they arrive at your house. Please assist them to give their full attention to your child by limiting questions and talking to a minimum. You will be given a Student Progress Report at least once a term at the discretion of your personal tutor and they will contact you should there be any concerns.

**Cancelled Sessions:** If you must cancel or reschedule a session, we ask that you provide at least 24 hours notice to your tutor; otherwise your account will be debited for one hour of tutoring.

**Cancelled or NSF Cheques:** There is a \$50 charge for cancelled or NSF cheques.

**Account Credit:** All blocks of tutoring hours that are purchased are subject to refund and must be used before their expiry date. Any hours remaining upon the expiry date will be deleted from your account and will not be redeemable. The expiry date is determined by the block of hours that you originally purchase. Rates are as follows as of July 2008. We reserve the right to change the pricing and you will be notified of any changes prior to being charged.

Hours	Total cost	Your Savings	Your Price
1	\$63	nil	\$63
5	\$310	\$30	\$280
10	\$630	\$100	\$530
20	\$1260	\$260	\$1000
40	\$2520	\$640	\$1880





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**Expiration of hours:** Hours are not transferable between customers and must be used within the specified time frames from agreed date of commencement. Time frames are as follows - 5 hours within 3 months, 10 hours within 6 months, 20 hours within 12 months, and 40 hours within 18 months. We have been generous with the time frames as we understand that extreme circumstances may arise in some situations to prevent the agreed tutoring session from taking place.

**Replenishing your account:** We will try to let you know at least one week before your account balance reaches zero so you can make arrangements to replenish your account. It is the customer's responsibility to ensure your account balance does not go below zero, at which point tutoring sessions must be suspended until payment is received. Alternatively you can pre arrange to automatically purchase the next block of hours when your account reaches the minimum balance of 1 tutoring hour left.

**Refund Policy:** If you decide to cease tutoring you are eligible for a refund on unused hours. Any hours used will be charged at our per hour rate, regardless of the number of hours used or package purchased. E.g. Refund = Amount paid - (per hour rate x hours used)

**Supervision:** A parent or responsible adult must always be present during the tutoring sessions.

**Contract Agreement:** When payment is received it is understood that you have reviewed and agree to these terms and conditions

