



Explore
Apollo Tuition

Terms and conditions

About this Document

Purpose of the Document

The purpose of this document is to provide clear and accessible information about the service. It outlines the terms and conditions you agree to when using the service, explains how to share feedback or raise concerns through our complaints and comments procedure, and details our policy and procedures regarding lateness. Our goal is to ensure transparency, set expectations, and support a positive and respectful experience for everyone involved.

What You'll Find in This Handbook

This document contains all the essential information you need to know about the service, including:

- Terms and Conditions
- Complaints and Comments Procedure
- Late Policy and Procedures

Terms and Conditions

Once the first session of tuition starts (the service has started) you agree to follow all the Terms and Conditions stated within the Terms and Conditions. The Terms and Conditions will always be provided before the service starts. In Explore Apollo Tuition Limited case, they are delivered through our welcome booklet (As a summary), and they are clearly displayed on our website. Therefore, by paying and continuing with the service you agree to abide by all Terms and Conditions.

Cancellations and missed lessons - All missed sessions are chargeable if Explore Apollo Tuition Limited has not been informed about the cancellation within the specified time. You must give a minimum of 72 hours' notice before the start of the session to rearrange that session. For all unforeseeable situations, there must be at least 72 hours' notice, a cancellation after this time will be charged at the full hourly rate and will not be rearranged. It will only be classed as an unforeseeable situation if it is unpredictable and out of your personal control

We offer a make-up session for any session missed, given the 72 hours' notice. We do not offer any refunds for missed lessons. A make-up session must be taken at a time, other than the student's normal session time and must be taken within 2 weeks of missing the session. Make-up session will not be carried over to a time after Unenrolment. If you would like to rearrange a session, please contact us on WhatsApp or email us at Finnen@Exploreapollotuition.co.uk

Monthly Payments - All monthly payments must be paid at least 72 hours before the first lesson of the month. If the payment isn't made at least 72 hours before, the session will not go ahead. Once tuition for the paid month has commenced, there are no refunds. However, refer to 'Cancellation and missed lessons' section above for rescheduling lessons. Please note, we offer monthly & weekly payments options. At the end of the prepaid month, tuition automatically continues, unless you give two weeks' notice to Explore Apollo Tuition Limited. Please refer to 'Unenrolment' for further details on this. If you do not give Explore Apollo Tuition and the tutor specified notice, we will assume that you wish to continue with the service.

Your agreed time slot with the tutor, will continue to be reserved for you. You will be charged for the next two weeks without the notice period.



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Weekly Payment: All weekly payments must be paid at least 72 hours before the first lesson of the week. If the payment isn't made at least 72 hours before, the session will not go ahead. Once tuition for the paid week has commenced, there are no refunds. Our weekly payment options comes at an additional charge. (Plus, £1 per session.) For example, if you have two sessions within the week there will be a £2.00 additional fee per weekly transaction. However, refer to 'Cancellation and missed lessons' section above for rescheduling lessons. At the end of each prepaid week, tuition automatically continues, unless you give two weeks' notice to both your tutor and Explore Apollo Tuition Limited. Please refer to 'Unenrolment' section for further details on this. If you do not give Explore Apollo Tuition Limited and the tutor specified notice, we will assume that you wish to continue with the service. Your agreed time slot with the tutor, will continue to be reserved for you. You will be charged for the next two weeks without the notice period.

School term time holidays - During the school term we ask that all students take no more than one week's leave for all planned holidays without paying a holding fee. For term time holidays over the 'one week' period, we ask that a holding fee of half the hourly rate is taken per session missed. This allows us to reserve your hourly slot with your tutor. If the holding fee is not paid, then we will re-allocate your slot to another student. If you wish to continue with tuition after the time taken off and the holding fee is not paid, Explore Apollo Tuition Limited will not guarantee your spaces or hourly slot. We may re-allocate you to a new tutor, however, we cannot guarantee a place available with us.

School term time absences- During the school term time we ask that all students take no more than one weeks off for unforeseen absences without paying a holding fee (unforeseen absences include long term illness, family death and financial issues). Explore Apollo Tuition Limited may grant longer absences without paying a holding fee, but this is on an individual basis depending on the unforeseen absences. Explore Apollo Tuition Limited may ask for proof when evaluating the unforeseen absences. Other than our "one weeks' term absences period we ask that a holding fee of half the hourly rate is taken per session missed. If you wish to continue with tuition after the time taken off and the holding fee is not paid, Explore Apollo Tuition Limited will not guarantee your places or hourly slot.



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Reducing hourly session- If you would like to remove one of your hourly slots, you must give at least 2 weeks' notice to Explore Apollo Tuition Limited. This notice must be given in writing. This must be via email. This allows the tutor to conclude the learning with the student and arrange their own commitments. To give notice of Unenrolment please email us at Finnen@Exploreapollotuition.co.uk. We ask that least a 2 weeks' notice is given without this you will be charged for the next two weeks without the notice period.

Unenrolment- If you would like to stop tuition, you must give a least a 2 weeks' notice to Explore Apollo Tuition Limited. This notice must be given in writing. The Unenrolment may be via text message or through email. This allows the tutor to conclude the learning with the student and arrange their own commitments. To give notice of Unenrolment please email us at Finnen@Exploreapollotuition.co.uk. We ask that least a 2 weeks' notice is given without this you will be charged for the next two weeks without the notice period.

Half term Holiday lessons and Holidays- Explore Apollo tuition will assume the student will be carrying on over the half term. Please inform us if you wish to have half term off by messaging us before the monthly payment is sent out. Our normal cancellation and missed lessons will apply for lesson paid for at the start of the monthly invoice period. Explore Apollo tuition will not assume you are carrying on over "full term holiday" and will ask before booking these in. These will be classified as Additional Holiday Lessons.

Additional Holiday lessons- Explore Apollo Tuition limited allows additional lessons to be booked outside of term time (Half term holidays, Christmas, Easter & Summer) However, once the additional lessons have been booked there is a 24 hour's cancelation period. Any lessons not cancelled with this period will not be refunded or moved to any other days. For a confirmed booking of all additional lessons over the holiday's payment must be made within 24 hours from the booking.



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Tutor changes- If a tutor, for any reason, must stop tuition mid-month, Explore Apollo Tuition Limited will endeavour to replace that tutor with another tutor, of the same qualification and similar experience. This will be carried out as soon as possible, to minimise disruption to the student's progress.

Payment changes- Explore Apollo Tuition Limited has the right to increase students' hourly rates during the time you are having the service. However, at least 2 weeks must be given for an hourly rate change and must be agreed by both parties. If the client does not agree to the change of rate, then our unenrollment section applies.

Complaints and disputes- Explore Apollo Tuition Limited will always aim to deliver excellence, however there may be times when the customer is not happy with the service provided by the company. Explore Apollo Tuition Limited has a complaints procedure. This procedure sets out the process for making a complaint and the amount of time you should expect to wait for a full response and investigation. If there is a dispute about the interpretation or operation of the terms and conditions then the supplier will make every effort to resolve the dispute when and where it arises, negotiating based on good faith.

Force Majeure- Explore Apollo Tuition Limited shall not be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of technology or the breakdown of network such as Wi-Fi. In the event of the following Explore Apollo Tuition will be unable to provide the service.

Limitation of liability- Explore Apollo Tuition Limited will not be held responsible for third party costs incurred by the customer for any reason whatsoever. While Explore Apollo Tuition Limited aims to provide high-quality tuition, we cannot guarantee specific academic outcomes or examination results, as these depend on many factors beyond our control, including the student's attendance, engagement and independent study.



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Safeguarding- To protect both the student and the tutor, all sessions will be recorded and saved to a secure data storage system

Please see our Privacy Policy to understand how we protect and store your data. By accepting our service, you are agreeing to our safeguarding procedures. If you wish to withdraw from this safeguarding procedure, your contract will be ended immediately.

A tutor cannot be held responsible for chaperoning minors, nor guarding house and household assets while tutoring. Please ensure that a responsible adult is always on the premises. Explore Apollo Tuition Limited advises that an adult should be present in the room throughout the lesson, for all children under 18.

If Explore Apollo Tuition Limited is notified of a child being left unsupervised and unattended during the session, the contract and lesson will be ended immediately. There will be no refunds for sessions which break our safeguarding policy, nor will there be a refund of the remaining week or month sessions. In suitable situations, appropriate authorities will be informed. Safeguarding both our tutors and our client is extremely important to us. If you have any concern, please contact us immediately

Contact:

Email: Finnen@Exploreapollotuition.co.uk

Thank you
Explore Apollo Tuition Limited Team

Late Policy

The following document outlines the procedure the tutors will follow if a student is late for a scheduled session.

1. If the student has not arrived by 5 minutes into the session the tutor will request a text reminder. The text reminder will say: "Hi, is everything ok for today's session."
2. If the tutor still has not heard anything from the student after 15 minutes into the session. The tutor will request a call to be made to the parents.
3. If the tutor still has not heard anything from the student after 30 minutes into the session, the tutor will log off the call.

Please note that after 30 minutes of the lesson and after the text reminder, followed by a call reminder. The lesson will be classified as a late cancellation. The following Term and condition will apply, (Please see terms and condition for full document via our website or your welcome booklet.)

Cancellations and missed lessons: All missed sessions are chargeable if Explore Apollo Tuition Limited has not been informed about the cancellation within the specified time.

You must give a minimum of 72 hours' notice before the start of the session to rearrange that session. For all unforeseeable situations, there must be at least 72 hours' notice, a cancellation after this time will be charged at the full hourly rate and will not be rearranged. It will only be classed as an unforeseeable situation if it is unpredictable and out of your personal control.



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Comments Procedures

Comments- Explore Apollo Tuition Limited will always aim to deliver excellence, however there may be times when the customer is not happy with the service provided by the company. If you have a comment or are dissatisfied about some aspect of service and the way, it is conducted please follow the procedure set out below to ensure that your concerns are fully investigated, and appropriate action is taken where necessary.

PLEASE NOTE: This procedure is for all comments regarding your students' progress, tutor feedback or admin feedback. This is not for use in cases where you are dissatisfied with the terms and conditions, issues with Payments and missed/ cancelled lessons.

Comments Procedure- Discuss your comment or concern informally with the Family Support Coordinator, who oversees the administration of your child's tuition. Please do not discuss complaints or concerns with the tutor during a lesson, as this may disrupt the student's learning.

If this fails to resolve your comment you should put your comment in writing (text or email), giving as much detail as you can, and send it for the attention of Director.

Email: Finnen@Exploreapollotuition.co.uk

The Director will acknowledge your comment in writing.

The Director will investigate your comment within 7 days (should this need to be extended, communication will be made).

The Director will consider your comment and the outcomes of the investigation.

The Director will set out a decision with brief grounds for it in writing and provide you with a copy of it within 14 days. The Director will request an online face-to-face meeting with yourselves and the students and put together an action plan going forward.

The decision of the Director in relation to the comment is final and will not be discussed further.

Please see terms and condition/ Terms of service on issues of Cancellation or missed session and Unenrolment.



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Thank You

Explore Apollo Tuition is a family-run, UK-based online tutoring service offering personalised one-to-one lessons for students from Primary to A-Level. We specialise in Maths, English, and Science, with each session tailored to meet the unique needs of the learner.

Our small team of experienced, DBS-checked tutors are qualified teachers and subject specialists who are passionate about making education both effective and enjoyable. Every student receives a customised lesson plan and tailored learning booklet, supported by evidence-based techniques like active recall and memory strategies to boost understanding, retention, and exam confidence.

We encourage you to revisit this document whenever you have questions about company policies. If you need further clarification, do not hesitate to reach out to Explore Apollo Tuition.

Together, we can create a supportive, inclusive, and inspiring learning environment where every student can thrive. Thank you for being a valued part of the Explore Apollo Tuition family.

Contact Information

Website <https://www.exploreapollotuition.co.uk/home>

Email Finnen@Exploreapollotuition.co.uk
