



TERMS AND CONDITIONS

Once a tutoring position has been confirmed, you are entering into a contract between you and the tutor, as well as a separate contract with Osborne Cawkwell.

You don't pay the tutor directly, Osborne Cawkwell sends you an invoice

For ease of administration, we invoice for the tutor's fee and Osborne Cawkwell's fee on the same invoice. We issue invoices at the start of each calendar month to cover the previous month's tuition. Your tutor keeps a timesheet (which does not need to be signed by you but we suggest you keep your own record of tuition dates and times) and he or she submits it to us at the end of each calendar month. We then send you an invoice for the tutor's fee and Osborne Cawkwell's fee.

The tutor will not receive his or her fee until we receive payment from you

We request that invoices are paid on presentation. The tutor will not receive his or her money until we receive payment from you. You may pay your invoice by cheque, direct bank transfer, switch or credit card (charges do apply if paying by credit card). The tutor reserves his or her right to withdraw tuition if a client is late with payment.

We have a cancellation policy

For hourly placements, please ensure that you and your tutor are agreed on the arrangements for each lesson. If you need to cancel or change a lesson, please call the tutor directly. Tutorials that are cancelled by the client with less than 24 hours' notice are charged for in full. This may also apply to lessons that are altered with less than 24 hours' notice. Please note that where a tutor is booked for a number of hours, we expect that the contract will be honoured by the client.

For residential placements, please ensure that you and your tutor are agreed on the arrangements for each position. Positions that are cancelled by the client with less than 14 days' notice are charged for in full. Please note where a tutor is booked for a number of days, we expect that the contract will be honoured by the client.

We cannot guarantee the performance of a tutor

If a client has a complaint against the tutor or Osborne Cawkwell, we regard it as a point of contract that we are informed within 24 hours of the occurrence that gave rise to the objection. Osborne Cawkwell supplies each tutor in good faith and in the belief that he or she will perform to the best of his or her abilities. However, we cannot guarantee the performance of the tutor.