



Terms and Conditions

Tutor Finder

- 1** Tutors are not employees of Arlen Education - Tutor Finder and are solely responsible for their own actions both on and off the Website.
- 2** Tutors must be at least 18 years old.
- 3** Tutors must be legally entitled (possessing the relevant immigration status where relevant) to work in the UK on a self-employed basis.
- 4** If Tutors contact Students who are under 18, they must ensure that these Students are represented by a parent or legal guardian who gives consent for the Student to receive tuition.
- 5** Tutors are responsible for ensuring that the personal information they provide and their personal statements on the Website are accurate and in no way misleading. They must update this information promptly to maintain its accuracy.
- 6** Tutors must disclose any criminal convictions or cautions they may have to Arlen Education - Tutor Finder, including any criminal convictions or cautions received at any time after having registered a tutor account on the Website and for as long as the Tutor remains registered.
- 7** Tutors must have a valid Enhanced DBS certificate or equivalent.
- 8** Any Tutor who, in Arlen Education - Tutor Finder's opinion, fails to comply with these terms and conditions may be immediately barred from using the Website and related services. Arlen Education - Tutor Finder reserves the right to cancel any existing Bookings at any time in such circumstances.
- 9** Tutors must use their own judgement about whether they wish to offer their tuition services to each individual Student. Tutors must take every precaution to ensure that they work in a safe environment and are responsible for taking out and maintaining their own insurance policies to cover the work they undertake.
- 10** Tutors are responsible for setting their own Tutor Fee. They must not undercut Arlen Education - Tutor Finder and must, therefore, set their Tutor Fee on the Website for an amount which is as good as the fee they offer to students outside of Arlen Education - Tutor Finder.
- 11** Tutors agree that they will be ranked on the Website based on a mixture of profile data, Student ratings and number of Lessons taught. Positive Student ratings, prompt messaging, repeat Bookings and a greater amount of Lessons taught will contribute to Tutors being ranked higher on the Website's search engine results. Arlen Education - Tutor Finder reserves the right to change the way Tutors are ranked at any time.

12 Tutors should make Bookings for Lessons and respond to messages received from Arlen Education - Tutor Finder and Users promptly.

13 For any meetings (including lessons, trials or assessing student need) with a Student found via Arlen Education - Tutor Finder's Website, Tutors must make a Booking to account for this time using the Website. Tutors agree not to solicit Students or disintermediate Arlen Education - Tutor Finder, or attempt to solicit Students or disintermediate Arlen Education - Tutor Finder, in any way, at the time of booking any Lesson with any Student, during any period of confirmed Bookings with any Student or at any time within six months of the date of the most recent Booking with the relevant Student (the "**Tutor Restriction Period**").

14 Tutors must only make Bookings for Lessons in accordance with the instructions of their Students. If Tutors make Bookings for additional Lessons which they fail to deliver, they will be liable to refund to the Student directly any Tutor Fee they have received for any such Bookings.

15 Tutors must attempt to call the student, be able to provide evidence of the call and allow at least 15 minutes from the scheduled start time of a Lesson for Students to attend the Lesson. If Tutors fail to do so, they will be liable to refund to the Student any Tutor Fee they have received for the relevant booking.

16 Tutors must not complete or intend to complete coursework, or any similar assignments, on behalf of Students.

17 Tutors must ensure that all written communication with Students to organise Bookings and arrange Lessons takes place via the Website.

18 Tutors shall indemnify Arlen Education - Tutor Finder for all claims and liabilities arising out of any use by the Tutor of the Website, including any costs and expenses incurred.

19 Tutors are responsible for ensuring that they supply the correct online video calling link to their students in order to facilitate an online lesson.

20 Tutors are responsible for ensuring that they have the correct Lesson location and are at the Lesson location ready to teach at the agreed time as booked on the Website. Tutors who are late for a Lesson must provide evidence that they contacted the Student directly to make them aware of their lateness and that the Student was happy to take the Lesson at a later time. Any Tutors who fail to do so will be liable to refund to the Student any Tutor fee they have received for the relevant booking.