

Terms and Conditions

Always Advance Tutoring

Last updated: February 2026

These Terms and Conditions ("Terms") govern the provision of tutoring services by **Always Advance Tutoring** ("we", "us", "our") to clients ("you", "the client", "the student"). By booking, purchasing, or attending any tutoring session, you agree to be bound by these Terms.

1. Services

1.1 We provide educational tutoring services, including but not limited to in-person tutoring, online tutoring, caregiver lessons, and exam preparation (including NCEA Levels 1–3 and NZQA Scholarship support).

1.2 Tutoring services are educational support only. We do not guarantee specific academic results, grades, or outcomes.

2. Eligibility and Responsibility

2.1 Students under the age of 18 must have permission from a parent or legal guardian.

2.2 The parent or guardian is responsible for ensuring the accuracy of student information provided and for supervising students where appropriate (including online sessions).

3. Bookings

3.1 Sessions must be booked in advance via email, phone, or any booking system we provide.

3.2 Booking confirmation will be issued once a session time is agreed upon.

3.3 We reserve the right to refuse or cancel bookings at our discretion, including where inappropriate behaviour has occurred.

4. Free Trial Lesson

4.1 We may offer a **no-obligation free trial lesson** at our discretion.

4.2 Only one free trial lesson is permitted per student unless otherwise agreed.

4.3 Free lessons may be withdrawn or modified at any time.

5. Fees and Payment

5.1 Fees for tutoring services will be communicated prior to booking.

5.2 Unless otherwise agreed, payment is required **in advance** of each session or block of sessions.

5.3 We reserve the right to adjust pricing with reasonable notice.

5.4 Late or unpaid fees may result in suspension or cancellation of services.

6. Cancellations and Rescheduling

6.1 A minimum of **24 hours' notice** is required to cancel or reschedule a session.

6.2 Cancellations with less than 24 hours' notice, or failure to attend a session, may be charged at the full session rate.

6.3 We will make reasonable efforts to reschedule sessions cancelled by us.

7. Online Tutoring

7.1 For online sessions, you are responsible for ensuring reliable internet access and a suitable device.

7.2 We are not responsible for disruptions caused by technical issues outside our control.

8. Conduct

8.1 Students are expected to behave respectfully and appropriately during sessions.

8.2 We reserve the right to terminate a session or ongoing services due to inappropriate, abusive, or unsafe behaviour.

9. Intellectual Property

9.1 All materials provided by us (including worksheets, notes, and digital content) remain our intellectual property unless otherwise stated.

9.2 Materials are for personal educational use only and may not be shared, reproduced, or sold without our written consent.

10. Privacy

10.1 We collect and use personal information solely for the purpose of providing tutoring services.

10.2 Personal information will be handled in accordance with the **Privacy Act 2020 (New Zealand)**.

11. Limitation of Liability

11.1 To the maximum extent permitted by law, we are not liable for any indirect or consequential loss arising from the use of our services.

11.2 Our total liability, where permitted by law, is limited to the amount paid for the relevant tutoring session(s).

12. Health and Safety (In-Person Sessions)

12.1 Students must disclose any relevant medical or learning conditions that may affect tutoring sessions.

12.2 We reserve the right to refuse in-person sessions where health or safety concerns arise.

13. Changes to Terms

13.1 We may update these Terms from time to time.

13.2 The latest version will apply to all current and future services once published or provided.

14. Governing Law

14.1 These Terms are governed by the laws of **New Zealand**.

15. Contact

For questions regarding these Terms, please contact:

Always Advance Tutoring

Email: alwaysadvancetutoring@gmail.com

By booking or attending a tutoring session, you confirm that you have read, understood, and agreed to these Terms and Conditions.