Gateway Tutoring Pty Ltd

Terms and Conditions of Enrolment

By enrolling a student in Gateway Tutoring, the parent or legal guardian acknowledges and agrees to the following Terms and Conditions on behalf of themselves and the student. These terms apply to participation in Gateway Tutoring's tutoring programs, including individual and small-group sessions, online classes and associated educational activities.

1. Enrolment and Participation

By completing an enrolment, you authorise your child to participate in the Gateway Tutoring program and its associated learning activities. Gateway Tutoring will allocate an appropriate tutor and arrange sessions in accordance with the agreed enrolment and available timetable.

Parents and guardians are responsible for providing accurate enrolment information and notifying Gateway Tutoring of any relevant changes to the student's details.

2. Fees, Payments and Refunds

All fees must be paid in accordance with the payment arrangements and due dates specified by Gateway Tutoring.

All payments for booked classes and tutoring sessions are non-refundable. Fees cannot be redeemed for cash or exchanged for a monetary refund. Where a make-up lesson is available or approved under these Terms and Conditions, the missed session may only be redeemed through a make-up lesson in accordance with the policy set out below.

A student's absence, withdrawal or change of circumstances does not automatically entitle the parent or guardian to a refund or credit towards future fees.

3. Absences and Make-Up Lessons

Gateway Tutoring understands that students may occasionally be unable to attend their scheduled sessions. Where a make-up lesson is available or approved, the following conditions apply:

- **Responsibility for arrangements:** The parent or guardian and the student are responsible for contacting Gateway Tutoring and arranging their make-up lesson. Make-up lessons are not automatically scheduled.
- **Same-term requirement:** All make-up lessons must be arranged and completed within the same school term in which the original absence occurred.
- **Availability:** Make-up lessons are subject to tutor availability, class capacity and scheduling arrangements.

- **Forfeiture of unused make-up lessons:** Any make-up lesson not completed by the end of the relevant school term is forfeited and cannot be carried forward into a subsequent term, exchanged for cash or converted into a refund.
- **No automatic credit:** An absence does not automatically entitle a student to a fee reduction or credit towards future term fees.

Parents and guardians are encouraged to contact Gateway Tutoring as soon as possible to arrange an eligible make-up lesson and ensure it is completed within the relevant term.

4. Publication of Student Names, Academic Results and Photographs

By enrolling their child and accepting these Terms and Conditions, the parent or legal guardian acknowledges and agrees that Gateway Tutoring may publish the student's first name, academic results and photographs or images of the student for the purpose of celebrating academic progress, recognising achievements and promoting Gateway Tutoring's educational services.

Published material may include improvements observed during the student's enrolment, assessment results such as NAPLAN or HSC results, student photographs and other relevant achievements. Such material may be used on Gateway Tutoring's website, social media accounts, promotional materials and other business publications.

Only the student's first name will be used unless additional approval has been obtained to publish further identifying information.

5. Privacy and Personal Information

Gateway Tutoring respects the privacy of students and their families. Personal information collected during enrolment and throughout the provision of tutoring services will be used for purposes directly related to the administration and delivery of those services, including communication with parents, scheduling, payment administration and monitoring student progress.

Gateway Tutoring will take reasonable steps to protect personal information from unauthorised access, use or disclosure. Personal information will not be disclosed to third parties except with appropriate consent, where necessary to provide the services, or where otherwise permitted or required by law.

6. Online Classes

Gateway Tutoring may provide tutoring sessions remotely through online platforms. By enrolling a student in an online class, the parent or legal guardian consents to the student's participation in online learning sessions with Gateway Tutoring's tutors.

Students are expected to participate appropriately, follow tutor instructions and use online platforms respectfully. Parents and guardians are responsible for ensuring that students have access to a suitable device, a reliable internet connection and an appropriate learning environment.

7. Surveillance and Student Safety

Gateway Tutoring's classrooms are equipped with surveillance cameras to support the safety and security of students, staff and visitors. Surveillance cameras operate during centre operating hours.

Surveillance footage will primarily be used for legitimate safety, security and incident-investigation purposes. Footage may be reviewed where reasonably necessary to investigate safety concerns or incidents and may be disclosed where required by law.

By enrolling a student in Gateway Tutoring, the parent or legal guardian acknowledges the use of surveillance cameras in the classrooms for these purposes.

8. Acknowledgement and Updates to Terms and Conditions

By submitting an enrolment and proceeding with Gateway Tutoring's services, the parent or legal guardian confirms that they have read, understood and agreed to these Terms and Conditions on behalf of themselves and the student.

Gateway Tutoring reserves the right to update or amend these Terms and Conditions from time to time.

For questions or clarification regarding these Terms and Conditions, parents and guardians are encouraged to contact Gateway Tutoring directly.