

Terms & Conditions



Please read carefully.

Safety

The safety of our pupils is of paramount importance. Our open access technology is designed to let East Finchley library know who is in the building at any given time. To access SET when the library door is closed, there are two ways:

- 1) Use of your library card, which is our preference. To obtain a new library card and PIN or upgrade your current card. Visit any Barnet Library in staffed hours.
- 2) Alternatively, you can let our reception staff know either via the doorbell located by the main front door or call us on 07871 1000 75.

It is the parent/guardian's responsibility to ensure that the children are dropped off and picked up at the correct time. Parents must ensure they travel safely - SET take no responsibility about the travel safety of the children travelling by themselves. Do not let anyone else use your card to access the building- Be careful not to let anyone enter the library behind you. East Finchley library is fitted with CCTV and is monitored throughout by a trained person during self-service opening.

Termination of tuition

SET requires a 24 hours notice (preferably via text message or email) for cancellations or amendments of confirmed bookings.

SET reserves the right to levy an administration charge of £30.

The balance of fees is calculated to the end of the month of the last attendance by the pupil. If a pupil is withdrawn part way through the month, full payment for that month is charged. No tuition refunds are given for any missed classes - parents cannot claim any refund as long as the missing session is provided face to face or online within the same academic year.

Prevention of normal operation

If social distancing or similar prevents our normal operation, or if it is decided for any reason by SET, classroom-based courses will be delivered online. A switch to normal working will be made when the restrictions ease or when SET decides it is appropriate to do so. At this point, online teaching will cease for all classroom-based courses. There will be no option to continue online once normal working resumes. Pupils will be expected to attend in the class that was booked when they enrolled onto the course. SET accepts no liability for unforeseen circumstances such as power outages, library related issues, server down time or the functionality of the website - cover lessons will be provided at a convenient time depending on the circumstances. If the closure or restrictions last more 2 weeks we may offer online lessons.

Teaching

Teaching will be provided by a range of experienced teachers - all our teachers have completed SET's specific training course.

Groups can be up to 10 children. SET reserves the right to change the advertised class teacher at any time.

Classes may be combined in case of low attendance of pupils or absence of a teacher.

Missed Lessons

If a lesson is cancelled by SET, an extra session(s) will be arranged as a replacement. No tuition refunds are given for any missed classes - parents cannot claim any refund as long as the missing session is provided face to face or online within the same academic year.

Homework and regular updates

To keep you updated after each lesson, we will also create a WhatsApp group (student, parent and tutor) as soon as you register.

SET will provide you with a summary report by WhatsApp after each lesson, which includes an update on the current lesson, plan for the next lesson and homework assigned.

Medical Conditions and Emergency

If you hear or see the alarm leave the building. Do not come back until you are told it is safe. The emergency lights will come on if there is a power cut. To call emergency services, use the emergency phone next to the staff desk. Dial 999

Personal Property

All items of personal property are brought onto SET premises entirely at the owner's risk.

SET will not be held responsible nor accept any liability for any loss or damage to any such items, howsoever caused.

Damaged or lost items

Students are responsible to pay the replacement cost for any damages that were caused by them.

Contact Details

All payments, payment queries, complaints and administration correspondence including should be directed to:

SET TUITION CENTRE, East Finchley Library, 226 High Rd, London N2 9BB

Telephone: 07871 1000 75

Email: settuition@hotmail.com

Website: www.settuitioncentre.com

Confidentiality

All information provided by our clients is treated as confidential. We will not release information to any other party without your consent.

SET reserves the right to amend these terms and conditions at any time.
