

## Terms and Conditions for Academic Coaching Sessions

I have read, understand and agree to abide by the terms set out in the Terms and Conditions below.

### **FEES**

Invoices will be provided at the start of the term. Receipts are only issued on request.

- **Mode of Payment:** Internet banking into account No. 12 3492 0003550 00, Ultimate Transformations Ltd." Eftpos option is available. No credit card payment accepted.

### **Payment Details**

**Code:** Child's name and surname    **Reference:** Invoice number

- **Payment Options:** Full at the beginning of the term/ Monthly at the beginning of the month.  
Automatic payments weekly or fortnightly must be paid two weeks in advance, with prior arrangement. Should these payments not be met we will be unable to accommodate your child's sessions.
- **Fees include:** Coaching sessions, regular communication with parents and a written progress report twice a year.
- **Additional costs:** Resources, meetings with the school teacher or other professionals, supplementary learning activities. E.g. Web based programmes. It will be added to your invoice if you have requested.

### **SESSION DATES**

- Ultimate Transformations start and end of term dates may differ from school dates. Kindly check with our staff if you are unsure.
- Sessions are held during the school terms.
- Additional sessions can be arranged during school holidays.
- The enrolment period is generally for the period of one year, or the remainder of the academic year.

### **NOTIFICATION OF STOPPING SERVICES**

- If you wish to discontinue with the sessions, a minimum of 4 weeks written notice will be given.
- If your child is experiencing behavioural issues which interfere with the learning of other students, you will be notified, and this will be dealt with professionally and promptly. Ultimate Transformations reserves the right to decline, suspend or terminate your child's sessions in severe circumstances.

### **SICKNESS / CANCELLATIONS / SCHOOL CAMP ATTENDANCE**

- Due to fixed costs, sessions that your child is unable to attend will not be credited or refunded. This includes sickness, school trips, camps and vacations. However, if the child's coach is informed a week

in advance, it is up to the coach's discretion to offer a make-up session during the school holidays if possible.

- If your child's coach is absent, the session could be taken by another Ultimate Transformations coach.
- If Ultimate Transformations Ltd cancels a session which has been paid for in full, a make-up session will be provided during the school holidays.
- If your child's session falls on a public holiday, Ultimate Transformations will provide a make-up session or cancel the session.

### **PARENT COMMITMENT**

#### **It is your responsibility to:**

- Provide all relevant and most recent school test records, reports, behavioural and other information regarding your child's education.
- Ensure smooth communication between the school teacher and your child's coach.
- Ensure all required documentation is signed and returned.
- Make all payments promptly by the due date as per the invoice issued.
- Inform the school of your child's attendance at Ultimate Transformations sessions.
- Ensure your child is dropped and picked up on time.
- Ensure your child brings his/her book bag with all necessary items.
- Check your child's book daily and sign the work done.
- Complete homework, if possible.
- Inform the Ultimate Transformations staff, who will be dropping and picking your child up from sessions.

### **PRIVACY POLICY**

Ultimate Transformations staff will only speak about your child to their school or any other person with your permission. If you are in a shared parenting/guardianship situation, Ultimate Transformations will only disclose information to the parent who enrolls the child, unless you have given permission to share it with the other parent / caregiver.

### **PHOTOGRAPHY AND VIDEO FOOTAGE**

Ultimate Transformations reserves the right to take photos and videos of individual and group at work. Parental permission will be obtained to use this material for reasonable promotional (Facebook, Twitter, LinkedIn, Website) and training purposes.

### **DATA COLLECTION**

Ultimate Transformations Ltd reserves the right to gather data in relation to academic progress and achievement and use this material in any publications and or marketing. No real student names will be used in any public forums where progress and achievement are shared.

### **HEALTH AND SAFETY**

You agree to comply to the Ultimate Transformations Health and Safety procedures. Ultimate Transformations Ltd accepts no responsibility for personal injury sustained or any lost, damaged or forgotten personal property. You accept that in the case of a medical emergency concerning your child, Ultimate Transformations staff will seek immediate medical assistance and you will be expected to reimburse any associated costs incurred.

### **VULNERABLE CHILDREN'S ACT**

Ultimate Transformations Ltd will follow the necessary procedures as outlined in Page 5 and 6 of the Vulnerable Children's Act to ensure that all employees are suitable (have passed the necessary checks) to be children's workers and that no child will be put in a vulnerable position or at risk. Ultimate Transformations cannot accept any responsibility of the suitability of parents or caregivers coming and going from the centre.

Ultimate Transformations reserve the right to modify, amend, alter or update these terms and conditions at any time. We encourage you to view this page periodically to review our most current Terms and Conditions.

Ultimate Transformations reserves the right to make changes to the prices of their services. Existing clients will be notified in advance if such changes occur.

**Ultimate Transformations looks forward to working with your child.**