

Terms and Conditions - Hashtag M-Cubed Online Mathematics Tuition – as at December 2024



Service Provider

Hashtag M-Cubed is operated by **VitaVerse LLC**, 30 N Gould St, Ste R, 82801 Sheridan, USA. Tracy Davis, BSc (Hons), PGCE, NPQ SL, a qualified UK teacher with over 30 years of international teaching experience, delivers all mathematics tutoring services.

Qualifications and Safeguarding

Tracy Davis holds current Enhanced DBS clearance and is registered with the DBS Update Service. She maintains the highest standards of professional conduct and safeguarding practices as a qualified educator. You are welcome to view the DBS Clearance Certificate during the initial consultation.

Services and Pricing

Standard Rates:

- One-to-one tuition:
 - up to GCSE level - £35 per hour
 - A-Level: £55 per hour
 - IB: £65 per hour
- One-to-two tuition:
 - Up to GCSE level - £50 per hour
 - A-Level: £80 per hour
 - IB: £100 per hour
- Group Sessions (3-6 students):
 - Depending on group size - £15 - £30 per hour.

Discounted Packages:

- 4 sessions: 5% discount
- 8 sessions or more: 10% discount
- Sibling enrolment: 10% discount

Booking Process

1. **Initial free consultation** with parent/guardian to discuss:

- Student's current academic level
 - Learning objectives
 - Preferred schedule
2. Formal offer of services following consultation
 3. Session confirmation upon payment receipt

Payment Terms

- All payments must be made in advance of sessions
- Payment accepted via bank transfer to:
 - Account Name: VitaVerse LLC
 - Account Number: 39682141
 - Sort Code: 23-14-70
 - Bank: Wise Payments Ltd
 - Address: 56 Shoreditch High Street, London, E1 6JJ
- Euro and USD accounts available upon request. We can also take debit or credit card payments – contact us for details if you want to use this payment method.

Session Policies

Cancellation and Rescheduling Policy

Standard Notice Period

All cancellations require 24 hours advance notice. Sessions cancelled with less than 24 hours' notice will be charged at the full rate to maintain service stability and respect the tutor's scheduled time.

Technical Difficulties

- If technical issues occur on the tutor's end, the session will either be:
 - Prorated based on the actual time delivered
 - Rescheduled at no additional cost

Rescheduling Options

- Sessions may be rescheduled subject to tutor availability
- All rescheduling requests must be made at least 24 hours in advance
- Rescheduled sessions must be completed within the same payment period

Extended Absences

For planned absences of three weeks or more:

- Provide one month's advance notice
- Pay 50% of the regular session fees to retain your booking slot
- Your regular time slot will be guaranteed upon return

Payment and Refunds

- All sessions are paid for in advance
- No refunds will be issued for missed sessions
- Credits may be applied to future sessions at the tutor's discretion

Technical Requirements:

- Stable internet connection
- Working webcam and microphone
- Quiet study environment
- Required materials readily available

Child Protection and Online Safety

- Parents/guardians are welcome to observe online sessions
- All sessions may be recorded with prior consent
- Parents are responsible for ensuring appropriate online safety measures

Data Protection

- All personal information is handled in accordance with UK data protection regulations
- Student progress records are maintained confidentially
- Session recordings, if made, are stored securely

Disclaimer

- While every effort is made to support academic progress, specific results cannot be guaranteed
- The tutor reserves the right to terminate services if a student's behaviour is inappropriate or disruptive
- These terms and conditions are subject to change with written notice

Intellectual Property

All teaching materials provided remain the intellectual property of Hashtag M-Cubed and VitaVerse LLC. Materials may not be shared or reproduced without written permission.

Contact Details

You can contact us with any queries or concerns via email info@hashtagmcubed.com or telephone +44 204 579 0881 (UK) | +1 307 381 6444 (USA) | +49 30 5093 1869 (DE). We also have WhatsApp +44 7457 406 741.