

Central Coast Maths Club – Terms and Conditions

1. Introduction

These Terms and Conditions (“Terms”) govern the provision of tutoring services by **Central Coast Maths Club** (“CCMC”, “we”, “us”, or “our”). By booking or using our services, parents or legal guardians (“you” or “your”) agree to these Terms on behalf of the student.

2. Services

Central Coast Maths Club provides a range of mathematics related education services to school-aged children, including mathematics tutoring services.

Services may be delivered:

- in person (small group sessions); or
- online (small group sessions),

as agreed at the time of booking.

For school mathematics tutoring services, students will participate in groups of minimum 2 and maximum 4 students in accordance to the NSW Department stages of learning as of January 2026, as follows (unless otherwise agreed):

- Stage 4: Year 7 and 8
- Stage 5: Year 9 and 10
- Stage 6: Year 11 and 12

By booking or using our services, you confirm you are the parent or legal guardian of the student and agree to these Terms on their behalf.

3. Session facilitators/tutors

We may use different qualified facilitators/tutor, including subcontractors, to deliver our education services. This means that a student’s facilitator/tutor may change from one term to another. By using our services, you agree to this arrangement.

As part of our quality assurance and training, a new tutor (or a more senior tutor) may occasionally observe a session with your assigned tutor. We will always notify you beforehand, and you may choose to decline this arrangement.

4. Bookings and Payments

4.1 Payment Obligations

All sessions must be booked in advance. Full payment is required at the time of enrolment prior to the start of the school term, the initial session or holiday programs, unless otherwise agreed.

Fees will be clearly communicated and may be updated with reasonable notice. Our fees are based on a **10-week NSW school term** (or pro rata if joined during the term), except school holidays classes.

4.2 Pricing Errors

If we discover an error in the stated fees, we will contact you as soon as reasonably possible. You may choose to:

- Proceed at the corrected fee; or
- Terminate tutoring service.

If you terminate tutoring service and payment has already been made, any amount paid will be refunded to your original payment method, less the cost of any sessions already delivered.

5. Cancellations and Rescheduling

At least **24 hours' notice** is required to cancel or reschedule a session. Cancellations must be emailed to ccmathsclub@gmail.com.

Sessions cancelled or rescheduled with less than 24 hours' notice, or missed without notice, may be charged in full, as this time has been reserved for your child and cannot typically be offered to another student.

We reserve the right to reschedule sessions due to tutor illness or unforeseen circumstances.

6. Refunds

Refunds are not provided for sessions that have already been completed.

Prepaid sessions that have not yet occurred will be refunded if you terminate tutoring service, less administrative costs of \$30 if there is a balance to refund, unless otherwise required by law.

Nothing in these Terms limits your rights or remedies under the Australian Consumer Law.

7. Termination of Tutoring Services

Either party may terminate tutoring services by at least **24 hours' written notice** via email to ccmathsclub@gmail.com.

Any unused balance will be refunded, less the administrative cost of \$30.

8. Attendance and Student Conduct

Students are expected to attend sessions on time and behave respectfully. Students should arrive a few minutes early to allow time to settle in before the session begins.

If a student arrives late, the session will still end at the scheduled time. Late arrival does not entitle the student to additional time or a refund, and the session will be charged as a full session.

Repeated disruptive, unsafe, or inappropriate behaviour may result in suspension or termination of services.

In the event that a student misses three consecutive scheduled sessions, CCMC may reassign the reserved lesson slot to another student. We will always contact parents/guardians to discuss the situation before any permanent change is made.

9. Child Safety and Safeguarding

We are committed to providing a safe and supportive learning environment.

All tutors comply with **NSW Working With Children Check (WWCC)** requirements.

Tutoring sessions are conducted in a professional manner at all times. Google Meet will be used for online sessions. Parents are encouraged to be nearby where appropriate to provide technical or pastoral support.

Bullying, inappropriate behaviour, or misconduct of any kind is not tolerated.

Tutoring sessions must not be recorded without our prior written consent, except where required by law.

Parents and guardians are responsible for ensuring a safe environment for both in-person and online sessions.

10. No Guarantee of Results

While we aim to support students in achieving their academic goals, we do not guarantee any specific academic outcomes, grades, or results.

Each student's progress depends on a range of factors, including effort, attendance, and individual learning needs. We provide guidance and support, but decisions made by students and parents and their outcomes remain their responsibility.

11. Limitation of Liability

To the maximum extent permitted by law, our total liability for any loss or damage arising out of or in connection with the tutoring services is limited to the total fees paid for the relevant tutoring services.

We are not liable for any indirect or consequential loss, including loss of academic opportunity, anticipated results, profits, or future earnings.

Nothing in these Terms limits your rights under the **Australian Consumer Law**.

12. Indemnity

You agree to indemnify us against any loss, damage, or expense arising from:

- misuse of the tutoring services;
- breach of these Terms; or
- unlawful or inappropriate conduct by the student or their representative.

13. Privacy

We collect and use personal information in accordance with the **Privacy Act 1988 (Cth)**. Your personal information collected by Central Coast Maths Club (including name, email address, phone number and address) are stored at our client relation management system TeachWorks (<https://teachworks.com/>) as of January 2026. Personal information is used only for providing tutoring services and communicating with parents or guardians. This may include the occasional promotion activity. When you terminate tutoring services with us, you can request to have all your information removed from our CRM platform by emailing us at ccmathsclub@gmail.com.

14. Changes to Terms

We may update these Terms from time to time. We will notify you of any material changes to these Terms via email at least one week before they take effect. The most current version will always be available on our website

15. Governing Law

These Terms are governed by the laws of **New South Wales, Australia**, and the courts of NSW have exclusive jurisdiction.