

AUSTRALIA TOP TUITION



Polished. Professional. Proficient.

Thank you for purchasing your plan! We're so excited to take this next step with you.

Before we get started on your LANTITE journey, we'd like you to read this form carefully and agree to the terms & conditions outlined. For general terms and conditions, please visit here: <https://www.australiatoptuition.com/terms-and-conditions>. Please note that we cannot move forward with tutoring until this form has been completed in full.

It is very important that you ensure you understand the agreement that has been made, as we strictly abide our terms and conditions, and they cannot be changed or altered to cater for your personal circumstances. We expect that when you sign off on this document, you fully understand your obligations to us, and our policies on refunds, bookings and more.

Please submit your completed form to the 'Plan Agreement Submission' tab under the Assignments section on Canvas, or email your completed form to admin@australiatoptuition.com if you have not yet joined Canvas. All fields must be completed. As stated in our privacy policy, your information will not be shared with any third party and will remain confidential. For more details about our privacy policy, please visit here: <https://www.australiatoptuition.com/privacy-policy>.

Your Details

Name: _____

Date: _____

Phone: _____

Email: _____

State or Territory (circle one): SA VIC NSW NT QLD TAS WA ACT

LANTITE Attempt No.: _____

Largest area of concern (circle one):

- Reading Comprehension
- Spelling, Vocabulary & Synonyms
- Punctuation & Grammar

How did you hear about us? Please circle one.

Friend/family member

Social media

Advertising

Search engine

Arithmetricks

Agreement Form

I, (first name/last name)_____ have read and agree to the following terms and conditions:

1. Extended Hours

I confirm that by purchasing any plan (but especially the Diamond Plan), I have a reasonable level of availability to commit to tutoring sessions. I understand that if I have purchased a Diamond Plan, I am not entitled to request a booking for any time of day, and that the bookings I request must be for a reasonable hour also suitable to the tutor. I understand that the term 'first priority' does not mean I am entitled to my tutor's time outside of official tutoring sessions. I understand that the term 'reasonable hour' refers to the time between 8 am and 6 pm **ACDT**, and that my tutor cannot be expected to conduct sessions beyond these hours. If I have purchased any plan excluding the Diamond Plan, my tutoring sessions are confined to the tutor's standard hours of trade and I am not able to make requests for earlier or later bookings.

2. Bookings and Refunds

I understand that bookings are entirely my own responsibility, and that my tutor accepts no liability if I am unable to book all of the sessions of my pricing plan within a certain time frame. I confirm that prior to purchasing my plan, I have coordinated the amount of tutoring sessions in my plan with the amount of weeks I have available to study, and that according to my own calculations, I will be able to complete all sessions before my plan expires. I agree that if my availability changes, and I am unable to commit to my original tutoring plan, I will not be refunded any amount of my pricing plan as outlined on the website. I understand that if I fail to book in my sessions without sufficient notice, and the tutor is unable to meet with me as a result, I will not be refunded for any of those sessions. I agree that my tutor recommends I book in all of my sessions as soon as I purchase my plan to ensure that I complete all sessions, and that if I miss

out on sessions as a result of booking too late, I cannot be refunded.

I understand that if I, or Australia Top Tuition cancels my plan, I may be entitled to receive a full or partial refund, depending on the circumstances as outlined on the website. The refunded amount will not be representative of the number of remaining sessions in the plan, nor the value of the individual sessions. It is my responsibility to ensure I have booked the correct dates and times, arrive to sessions at the scheduled times, and follow the requirements of the cancellation policies.

If I have a change of mind or wish to cancel once my plan has been purchased and/or sessions booked, I will need to cancel my plan with at least three days' notice prior to the commencement of my first booked session or within one week of purchasing my plan (whichever comes first). In this case, I will receive a full refund for my plan, minus the cost of a \$50 administration processing fee.

If I fail to cancel my plan within three days of my first booked session or within a week of date of purchase, I will only be eligible for a partial refund as follows:

- Cancelling plan within 48 hours of booked first session = 60% refund minus cost of \$50 administration processing fee
- Cancelling plan within 24 hours of booked first session = 40% refund minus cost of \$50 administration processing fee

The notice I provide directly correlates to the amount refundable to me. If I wish to cancel my plan after starting my tutoring program, I may receive a limited refund at the discretion of the tutor. The refunded amount will not be representative of the number of remaining sessions in the plan, nor the value of the individual sessions and also depends on any additional benefits I received as part of my overall plan.

3. Rescheduling and Cancellation Policy

I understand that according to the cancellation policy (<https://www.australiatoptuition.com/terms-and-conditions>), I must provide at least 24 hours' notice when cancelling or rescheduling a session. Failure to do this may mean that I forfeit the session entirely and it will be removed from my plan. I agree that if I am 5 minutes late or more to a session, it will be automatically cancelled and I will be required to reschedule.

4. Digital Products

All products I have received from Australia Top Tuition are under copyright law and remain the sole intellectual property of Australia Top Tuition and their contributors. I agree that I will not share, publish or reproduce, by any means, the products I have downloaded. I agree that sharing downloaded products, regardless of their form, is a piracy crime and legal action may be taken against me for breaking this condition.

Furthermore, I agree that upon purchase of my plan, I will strictly not be eligible to apply for a refund for these, due to the nature of these digitised products.

5. Homework and Materials

I understand that while Australia Top Tuition may provide me with materials to complete during my own independent study, this is not a guaranteed practice and I am not entitled to receive homework at the end of each session. I confirm my understanding that Australia Top Tuition refers me to the LANTITE Package if I wish to complete more homework and practise materials.

I agree that I will purchase, complete and email back the Initial Test for marking prior to starting tutoring. I agree that I will not be able to commence tutoring until this has been completed in full. This is to show the tutor my level of understanding and allows them to tailor sessions to my own personal needs. I also agree that *I will not work*

on or read the materials sent to me for each class unless specified. If I read or get started on this in advance, I forfeit my session and understand it will not be rescheduled.

I agree that any mock exams included in my plan are to be conducted during tutoring and not independently.

6. Client-Tutor Working Relationship

I note that while Australia Top Tuition is committed to providing me with the highest-quality tutoring possible, a contract between the tutor (the service provider) and myself (the client, customer or consumer) does not exist. I understand that Australia Top Tuition will always do their best to honour their commitments to me, but upon entering into a working relationship with me, they are not obligated to:

- A) continue the relationship;
- B) guarantee a specific mark, grade or result;
- C) communicate with me outside of their published service hours.

When I have entered into a working relationship with Australia Top Tuition, the following conditions are expected to be fulfilled by both parties:

- A) reserving all communication for business hours;
- B) communicating reasonably, respectfully and in a civilised manner at all times;
- C) arriving to meetings, appointments or sessions promptly and at their scheduled times, unless otherwise altered.

Australia Top Tuition reserves the right to cease and deny tutoring to me at any time. If they feel that I will no longer benefit from their services, or deem that the arrangement is no longer working for individual or both parties, they will terminate their working relationship with me. Although this rarely happens, and they take their commitment to me seriously, they must always prioritise the health, wellbeing and safety of their staff. No abusive, rude or antisocial behaviours will be tolerated, online or in-person. If I exhibit any of the direct behaviours outlined above, or behave in a way deemed

disrespectful, Australia Top Tuition will take the appropriate actions in severing their relationship with me. Depending on my arrangement with them, I may receive full or partial refunds, though this isn't always guaranteed. They will always notify me at their earliest convenience when they are no longer able to work with me, but reserve the right to cancel, deny and end sessions at any time. They will also terminate our working relationship or refuse service at any time if they believe that they are no longer the right fit for my needs.

I agree to these terms and conditions each time I book in a session.

I agree to the terms and conditions outlined here, in addition to all terms and conditions listed on the website. I also agree to the conditions listed on the privacy policy.

Signature: _____

Date: _____

Thank you for taking the time to read through these terms and conditions!

We will always do our best to provide you with the highest quality tutoring and ensure you walk away from this experience with higher overall literacy capabilities. Please remember that while we will always endeavour to help you learn, your education is ultimately your responsibility, and these tutoring sessions are *supplementary*. We strongly suggest that you utilise other practise materials, workshops at your universities, NAPLAN practise booklets and more. Take advantage of every opportunity you can to be ready to pass your LANTITE Literacy exam.

We hope that this experience changes your life for the better, and of course encourage you to get in touch if you have any questions or concerns about anything outlined in this document.

We absolutely cannot wait to get started on this new chapter with you and look forward to seeing you in class soon!

External Links

Bookings page: <https://www.australiatoptuition.com/booking>

Terms and Conditions (general): <https://www.australiatoptuition.com/>

[terms-and-conditions](#)

Privacy Policy: <https://www.australiatoptuition.com/privacy-policy>

Blog: <https://www.australiatoptuition.com/blog>

Podcast (available through Google, Spotify and Apple Podcasts): *Australia Top Talk*
<https://open.spotify.com/show/7cok4d9zk8axj8ixpmW86m>

- *The Australia Top Tuition Team*