

AUSTRALIA TOP TUITION



Polished. Professional. Proficient.

Thank you for purchasing a membership!

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, 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 membership (but especially the Diamond, Emerald or Sapphire), I have a reasonable level of availability to commit to tutoring sessions. I understand that if I have purchased a Critical Assistance Membership Plan (referring to Diamond, Emerald or Sapphire) , 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 ‘priority bookings’ does not mean I am entitled to my tutor’s time outside of official tutoring sessions. I understand that ‘reasonable hour’ refers to the time between 8 am and 5 pm **ACST/ACDT**, and that my tutor cannot be expected to conduct sessions outside of these hours. I agree that my request for out-of-hours sessions can be approved or denied by my tutor at any time. If I have purchased a membership that excludes extendable hours, 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 membership plan within a certain time frame. It is my responsibility to ensure that my sessions are booked prior to my membership expiry. I agree that if my availability changes or decreases, and I am unable to commit to my sessions, I will not be refunded any value of my membership plan. 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 understand that I cannot receive a refund of any value for any purchase made at Australia Top Tuition for any reason, including but not limited to, change of mind, change of schedule, or other.

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.

I confirm I agree to the above, and any and all other specifications made on the Australia Top Tuition website terms and conditions.

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 deducted from my membership. I agree that if I am 10 or more minutes late to a session, it will be automatically cancelled and forfeited from my plan. I agree to respect my tutor's time!

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 acquired access to. I agree that sharing products, regardless of their form, is a piracy crime and legal action may be lodged upon breach of this condition.

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.

If I have purchased a Virtual Membership, I agree that I will be provided one week's worth of product and feedback per billing cycle.

6. Client-Tutor Working Relationship

I note that while Australia Top Tuition is committed to providing me with the highest-quality tutoring and learning 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 behaviours outlined above, or behave in a way deemed disrespectful, Australia Top Tuition will take the appropriate actions in concluding their relationship with me. 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 service, purchase a product, and/or renew or purchase a membership. My continued use of the Australia Top Tuition services confirms my understanding and agreement to the terms and conditions.

I have read this form carefully. I agree to the terms and conditions outlined here, on the website, and the privacy policy.

Signature: _____

Date: _____

Thank you for your time.

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!

Warmest regards,

The Australia Top Tuition Team

Please email a copy of this form to admin@australiatoptuition.com or submit in Canvas ‘Assignments’ > ‘Plan Agreement Form Submission’.

External Links

Booking: <https://www.australiatoptuition.com/booking>

Terms and Conditions: <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>