



Contractual Terms and Conditions of Service and Provision

Faculty Room is a limited company, with a head office address of 61 High Street, Higham Ferrers, NN10 8DD..

Our website is www.facultyroom.co.uk and is hosted by Space5. Please contact us for website hosting queries.

The Directors are Niven Campbell Whatley and Sara Jane Whatley. For service queries and comments, please contact our Director niven@facultyroom.co.uk

All of our services, promotions, packages and products are developed in-house and are bespoke to each customer, client or partner. If you have any issues, comments or complaints with our services, please do not hesitate to contact us at any time.

As our products, promotions and services are tailored to each client request, we require all clients to read and return a signed copy of these terms and conditions in advance of the first attendance or use of our provision.

Classes, services and courses are arranged with our experts in advance and our timetables are run on tight schedules, so we ask that course and service packages are arranged, agreed and paid for in full in advance.

If any amendments to agreed overall provision, venue or timing of our courses and services are required, we request that clients inform us with a full week of notice, to allow us to re-arrange wherever possible or otherwise to postpone, amend or terminate the contract.

Where it is not possible to re-arrange, amend or adapt courses or services suitably and conveniently, if Faculty Room and our representatives have had to make the change, Faculty Room will then be liable to reimburse the associated fees.

Where it is not possible to re-arrange, amend or adapt courses or services suitably and conveniently, if the client or learner has had to make the change, the client or learner will then agree to either complete the remaining sessions or services and to forfeit the remaining associated fees or to give the 1 week notice of cancellation.

Where a temporary amendment to times, venues or services is requested, such as a missed lesson or service provision, if Faculty Room or our representatives have had to make the

change, Faculty Room will then be liable to re-schedule at no extra cost or to reimburse the associated fees.

Where a temporary amendment to times, venues or services is requested, such as a missed lesson or service provision, if the client or learner has had to make the change, the client or learner will then agree to forfeit the associated fees of that service.

In cases of illness, personal or mitigating services, we will use our discretion to accommodate other changes or amendments.

We promise to maintain the highest, most professional and top quality standards in all services, provision or learning we provide and to strive to secure the best results for all clients. We vet all representatives for the relevant qualifications, certifications, experience and suitability and strive to establish clients' requirements in advance of entering into any provision, so as to ensure we are providing the best service for their needs.

We promise to offer timely, polite, helpful, inclusive and supportive services at all times and request that, in return, clients respect us and our representatives.

We understand that behaviour, communication and social and educational needs support are a part of educational, academic and business provision, and we endeavour to support with this, however, in some instances we may request additional advice and support for these concerns from client representatives.

Any personal concerns will be reported to client representatives as soon and as clearly as possible.

We will maintain and update DBS, professional qualifications, union memberships and certifications and continuing professional development needs of all of our employed providers and to recommend that freelance or contract provider associates do so as well.

We will liaise with commissioning clients regularly regarding academic or contract progression, offering additional guidance and feedback wherever necessary.

Faculty Room uses the accountancy services of Addacas and we have ongoing insurance and indemnity cover for our employed and directorial staff and to cover us for the services provided by freelance, franchise or agency contractors. Please feel free to ask us about these matters, should you have any concerns.

Our Director, Niven Campbell Whatley, maintains teacher union membership of NASUWT and keeps a mainstream teaching presence by completing regular teaching contracts in local schools. He is also a PhD from the University of Birmingham. If there are any instances of conflicting interest, please address them with niven@facultyroom.co.uk

All payments can be made by cash or card payments, via bank transfer or direct debit or standing order, in advance of service or course provision. We use Xero as our accountancy software. Please contact sara@facultyroom.co.uk for banking or financial issues, payments or concerns.

Fees and costs are bespoke for each client and the costs and fees information provided via website, advertising literature or verbally are primarily for guidance. Contracts will state the agreed amount for all clients' agreed service provision. Providers can establish their own fee levels, however we will suggest industry-standard rates for their consideration in each instance.

We will strive to fulfil all expectations and agreements satisfactorily. We ask for testimonials from all clients, wherever possible, and retain these for any future requested public consultation. We thank our clients and partners for their testimonial and review submissions.

We reserve the right to accept, decline, continue or cancel our services and provision, subject to the terms and conditions mentioned above.

Any apparent duplication in any of our electronic, online or paper-based publications or resources is entirely unintentional. We retain copyright to all materials.

Faculty Room is an entirely non-denominational business. We believe in promoting and supporting equality and inclusion and in offering the best to everyone. We believe diversity of any kind is acceptable and hold no political stance whatsoever.

We agree to protect all personal, professional and performance data and to ensure privacy and discretion wherever appropriate. Only such data as is required to fully provide the education or service requested will be used.

All rights are reserved by Faculty Room, www.facultyroom.co.uk, Niven Campbell Whatley and Sara Jane Whatley.

I/ We (client/ client representative) have read and understood all aspects of the contractual terms and conditions of service and provision.

Signed Date

I/ We (client/ client representative) agree to the terms and conditions set out.

Signed Date

I/ We (Faculty Room/ representative) agree to the terms and conditions set out.

Signed: Niven Whatley Date:

Details of agreed service or provision:

Date of commencement:

Agreed timings, frequency and venue of service and provision:

Agreed unique course fee or service cost:

Paid in advance on/ via invoice (date confirmed by Faculty Room):

Outstanding amount (if applicable) + due date:

Thank you for choosing Faculty Room. Please refer your friends and contacts to us!

www.facultyroom.co.uk

References, evidence of qualifications/ certifications and testimonials are available upon demand.