In terms of the platform I use, I only use Teams. It is a lot simpler than Google Meet or Zoom. If you have a Microsoft Live, Outlook, Office 365, Hotmail or OneDrive account, you should have a Teams account by default, even if you didn't realise it! My Teams ID is my Microsoft Live ID – gw1laptop@hotmail.com or send me your ID and I can send you a ping. WhatsApp can also be useful and has similar functionality for a simple one-to-one lessons typical in private tuition sessions. I do not use Zoom for privacy and security reasons.

Please send me a Wave or message in the Teams chat or if you tell me the ID / email address you intend to use, I can find you. Or use this link:
https://teams.live.com/l/invite/FEAerj5pM3RfW1uoxI?v=g1

I ask that students use a 'real' computer with a keyboard and a mouse (e.g. a desktop or laptop / netbook PC or Mac) rather than a tablet, if possible. No mobile phones please (except for emergency communication). Tablets are very limiting for interactive online lessons where the student must manipulate resources and open multiple documents, etc. If the computer is shared, please make sure that the student has all access privileges and log-ons, so that email and Google Docs (etc) can be accessed. Please be cautious about the use of equipment owned or loaned by schools – often there will be restrictions on certain apps or features being used, filtering and emails / links from outside the school domain / firewall may be blocked. Shared documents from school-based Google accounts (etc) usually cannot be shared with 'outsiders' (they will require a school domain log-on). Thus, it is best to use your own independent equipment and accounts if possible. Weak wifi signals in the loft of a house (for example) can be challenging to maintain a coherent lesson, so always good to check the signal and its functioning with Teams before the first lesson, by doing a test call and to ensure speakers and microphone (etc) are working.

My bank details for payment will be confirmed once we confirm lessons are proceeding. Usually, people pay me the day before or on the day of the lesson and I do ask please no later than 24 hours of the lesson completion, at least. Some parents / carers do prefer to pay me in blocks of payment in advance, but this is not something I ask for or require. If you wish to pay for a few lessons once we get going, that's fine but it's up to you.
Current fees, as explained on the original contact, are £60 ph for A-Level Year 12/13 and £55 for GCSE / pre-Year 12. Payment usually is in £GBP but I can deal with some over currencies – e.g. €, by discussion.

Generally speaking, I have an excellent relationship with a vast majority of my clients. I'm a flexible, reasonable person and used to dealing with teenagers for a living! For example, I generally may not charge fees for short notice cancellations, due to ill health or 'Act of God'. However, based on my past experiences with a very small minority of clients, I do ask for the following terms and conditions to be agreed to…..

As a full-time tutor, large amounts of my time may be occupied with communication and messaging with students and parents. Speed of communication is of the essence, and I ask that you use a means of communication that you check regularly.
I may be contacted on e-mail or using my UK mobile number which will be supplied on WhatsApp or Signal, generally 7am-11pm most Mon-Friday you will get a rapid response. All these methods come through instantly to my PC screen or smartphone. You can also use the UK mobile number for SMS if you wish, *in extremis*. Phone calls, except in emergency, should only be made when scheduled in advance, as it is unlikely that I will be able to answer a 'random' voicecall. The best way to communicate with me quickly is to send a WhatsApp or Signal message. Email comes through immediately to my PC screen and smartphone, so can be just as quick too.

Unless otherwise discussed, lessons will always take place on the same day and time each week as agreed, to assist planning at both ends. I will send a reminder / confirmation each week a day or so before the lesson occurs. For example, 'confirming lesson for tomorrow at 5pm'. If I send a message that does not seem to be correct – for example, you are expecting me to say 'Wednesday 5pm' and I say 'Thursday 5pm', please don't assume I am trying to change the lesson slot (I won't do that unless with have discussed independently). It could be an error – I have to contact many students each week and occasionally make typos or transcription errors – so if my confirmation message is surprising, please challenge me immediately!

Please may I ask the following:

1. For the first lesson, I ask for payment in advance. This could be just immediately before the lesson if you wish.

2. Please give as much notice as possible of routine postponements and check well ahead in the calendar any clashes of events that might affect regular lesson times, e.g. parents' evenings, excursions, workshops, mock exams, family commitments, sporting activities, etc. Changing lesson time or day at short notice is usually not possible, as my calendar will be 'locked' well in advance.
3. After the first month of tuition has elapsed, I ask for a full two weeks' notice of termination of tuition. This is binding on both parties. If required, you can pay two weeks' lesson fees in lieu of cancellation notice. Of course, this does not apply to the normal ending of tuition at the end of the summer term, or at the end of a two-year course, or when previously mutually agreed, for example, where the tuition (discussed and confirmed in advance) has been on a casual or occasional or time-limited basis.

Best regards Gary

Gary White MPhil, FRGS, MRHS Professional Tutor / Gary White Tuition Services Email: info@garywhitetuition.com