

## Alternative Provision Placement, Cancellation and Renewal Terms Policy

### 1. Standard Group Tuition

#### 1.1 Placement and Booking Terms

- **Advance Payment:** Schools must book and pay for placements in advance of each half term.
- **Automatic Renewal:** Placements automatically continue into the next half term unless Ely Classrooms receives a 21-day written notice to end or alter the placement. This allows Ely Classrooms sufficient time to fill the spot with another student if necessary.

#### 1.2 Trial Period, Renewal, and Cancellation

- **Two-Week Trial Period:** A two-week trial period applies at the start of the placement. During this period, either Ely Classrooms or the school may terminate the placement. If terminated within this period, any unused sessions will be refunded.
- **Post-Trial Cancellation:** After the trial period, cancellations are not permitted, and fees for the remainder of the half term are non-refundable, ensuring stable resource allocation and service continuity.
- **Automatic Renewal and Notice for Termination:** Small group placements continue automatically into the next half term. To cancel or alter a placement for the upcoming term, Ely Classrooms requires 21 days' written notice from the school.

#### 1.3 Standard Schedule

The standard provision follows a structured 9-hour weekly schedule as outlined below:

- **Monday:** English and Oracy
- **Wednesday:** Science and Pastoral Mentoring
- **Thursday:** Maths and Academic Mentoring

*Note:* Alternative schedules may be arranged to meet specific needs within the standard provision.

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### 2. Bespoke 1-1 Tuition

#### 2.1 Bespoke Scheduling Packages

Ely Classrooms offers bespoke 1-1 tuition on an hourly rate, arranged by negotiation. This option is specifically available for children with EHCPs and must be agreed upon by the School SENCo, Parent or Council officer.

*Note:* Student substitutions are not permitted within bespoke 1-1 tuition.

#### 2.2 Cancellation and Refund Terms for 1-1 Tuition

- **Two Weeks' Notice:** Bespoke 1-1 tuition placements require a two-week notice period for cancellation. This notice ensures sufficient time to adjust scheduling and resources.
- **Refund on Cancellation:** If a 1-1 tuition placement is cancelled with the required two weeks' notice, any prepaid sessions beyond the two-week notice period will be refunded.

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### 3. Pricing and Invoicing

- **Rates:**
  - **Standard Group Tuition:** Rates for group sessions are detailed in the *Ely Classrooms Alternative Provision Pricing* document and are typically billed on a half-termly or annual basis.
  - **Bespoke 1-1 Tuition:** Bespoke 1-1 tuition is billed at an hourly rate, as outlined in the *Ely Classrooms Alternative Provision Pricing* document, and is arranged to meet individual requirements as agreed by the relevant parties (School SENCo, parent, or council officer).
- **Advance Invoicing:** Invoices for both Standard Group Tuition and Bespoke 1-1 Tuition are typically issued and payable in advance of each half term.

*Note:* On rare occasions and by prior agreement, payments may be made in arrears, with invoices payable immediately upon receipt. This arrangement is exceptional and only available by negotiation.

### 4. Termination of Placement by Ely Classrooms

- **Behavioural or Support Limitations:** Ely Classrooms reserves the right to terminate placements if a student's behaviour poses a risk of harm or if the student's needs exceed Ely Classrooms' capacity to support them.
- **Refund on Termination:** If Ely Classrooms terminates a placement, a refund will be issued for sessions beyond the academic week in which termination occurs.

### 5. Acceptance of Terms and Conditions

By booking a placement and signing the Service Level Agreement, the commissioning school acknowledges and accepts the terms and conditions outlined in this document. No further signatures are required for these terms to take effect.