



## **Terms & Conditions of Business: Kamakala Kids House Ltd**

### **The Agreement**

These Terms of Business constitute the agreement between Kamakala Kids House Ltd. (KKH) and the Client for the supply of the services of KKH in the organisation of tuition, or the provision of professional educational guidance.

### **Definitions**

**KKH** means the Company which is Kamakala Kids Ltd.

**Tutor** means the individual whose services are being supplied by KKH to the Client.

**Client** means the individual to whom the tutor supplies the tutoring services.

### **Obligations of the Client**

Kamakala Kids House Ltd requires a 24 hour cancellation policy for all lessons booked with our Tutors. Cancellation within 24 hours of the agreed lesson start time will incur a charge at 100% of the agreed hourly lesson fee.

The Client should give forewarning of arranged holidays which may interfere with the proposed lesson schedule.

KKH requires a 2 week notice period should the Client wish to end tuition services with KKH altogether. Please inform KKH at the business email address:  
kamakalakidshouse@gmail.com.

All payments should be made by the Client to KKH by bank transfer at the end of each month to KKH, unless otherwise mutually agreed between the Client and KKH.

The Client is obliged to inform KKH of any infectious illness that may be present within their household, to the best of their knowledge, prior to any face to face lesson, giving KKH the right to cancel the lesson on this basis.

The Client undertakes to make all bookings with KKH Tutors directly with KKH.

Should the Client wish to inform KKH of any queries or complaints arising following the completion of a lesson, they should contact KKH within 48 hours of the lesson completion via the business email address at [kamakalakidshouse@gmail.com](mailto:kamakalakidshouse@gmail.com).

Acceptance of KKH services will be taken to represent the Client's agreement to these Terms & Conditions

### **Obligations of KKH**

The main obligation of KKH is to provide a suitably qualified Tutor to the Client in accordance with the agreed timetable and lesson content.

KKH endeavours to ensure the suitability of any Tutor supplied to the Client by only supplying Tutors who have been selected through interview and by taking up references.

We ask that Tutors respect the same 24 hour timeframe of cancellation, and where the Tutor has to cancel the lesson, that they make reasonable effort to reschedule at a convenient time for both themselves and the Client.

The Tutor should give forewarning of arranged holidays which may interfere with the proposed lesson schedule.

KKH will make reasonable effort to organise an online lesson at the same time as the scheduled face to face lesson, where the face to face lesson has been cancelled due to the presence of infectious illness in the Client's household.

Should KKH change the hourly fee for tuition services, they will inform all existing clients whom this affects prior to the change.

KKH does not offer lessons free of charge, unless mutually agreed between KKH and the Client prior to the lesson/s.

### **Liability**

Whilst every effort is made by KKH to give satisfaction to the Client by ensuring reasonable standards of skills, integrity and reliability from Tutors and further to provide them in accordance with the Client's booking details, KKH is not liable for any loss, expense, damage or delay arising from any failure to provide any Tutor for all or part of the period of booking or from the negligence, dishonesty, misconduct, accidental damage to property during the assignment or lack of skill of the Tutor.