

The logo for EduHelp, featuring the word "EduHelp" in white, bold, sans-serif font centered on a solid red rectangular background.

EDUHELP
8 Yarrowdale
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PARENT UNDERTAKING AND RESPONSIBILITIES :
Terms and Conditions 2023

Applicable to All Clients

I hereby understand, undertake and agree that:

1. EduHelp

1.1 EduHelp is based at Pinelands Cape Town or your school. All services are based at the facility.

1.2 EduHelp is an independent educational facility. It is an enrichment and support learning program to assist children struggling in the school system. It is not a school or a governmental medical or psychological institution. It uses various teaching techniques and methods to assist your children in developing their potential and working with their learning capabilities.

1.3 EduHelp does not replace professional therapies such as Occupational Therapy, Speech Therapy, Physiotherapy, Psychological Therapy, Psychometry Diagnostic Testing or any other registered therapy.

1.4 M. van Hal is registered with the South African Council of Educators (SACE) and registered with the Association of Supportive Counsellors and Holistic Practitioners (ASCHP).

2. Practises and Principles

2.1 The basic principle of EduHelp is respect. Respect each other, respect the environment, respect boundaries, respect each others' space and have respect in all practices of life.

2.2 EduHelp believes in a reward and consequences method.

2.3 Consequences are age appropriate. The child is involved in the process of deciding the consequences.

2.4 Completely unacceptable behaviour means an immediate notification to the parents.

2.5 EduHelp does not tolerate any deliberate destruction of property and the consequences will equate to the damage done. If your child deliberately destroys the property of EduHelp. You will be informed and billed for it.

2.6 EduHelp uses positive and productive language and defines making a mistake versus doing something with the wrong intention.

2.6.1 'mistake' is when the child does not have sufficient knowledge to reach the correct answer in the process of learning or when there has been a misunderstanding.

2.6.2 'wrong' is the deliberate action to cause harm and is not in agreement with what is morally right or good.

2.7 EduHelp works with the child to develop methods and ideas to assist the child.

2.8 EduHelp praises honesty, diligence, respect and politeness.

2.9 EduHelp uses a holistic approach during the lessons.

2.10 The aims are for each child to be able to self-correct, be responsible, learn productively, reach their true potential and be respectful.

3. Intellectual Materials and Methods used by EduHelp

3.1 COPYING OF ANY OF THE INTELLECTUAL MATERIAL OR METHODS USED BY EDUHELP IS STRICTLY PROHIBITED This includes photographic phone visual or audio-video, scanning, electronic copying and photocopying that includes all hardcopy and electronic information.

3.2 I understand that the information and material given are the property of EduHelp and are subject to copyright and agree not to record reproduce or distribute it in any form whatsoever including photography, photocopy or xerox by phone or video by internet email or in any upload or download, mechanisms any of the content this includes all intellectual property without the express permission of EduHelp and that this applies at all times and in all countries of the world.

4. Payment

4.1 I undertake that EduHelp will receive payment in full for the month's tuition before the 1st of every month. I am responsible for this payment. **Any payment that is not received on the 1st of every month will incur penalty fees and lessons are cancelled.**

4.2 **Account Holder Melissa Joyce van Hal EDUHELP NEDBANK Pinelands Branch:**
104709 **Account:** 1003897355

4.3 Cheques and cash are not accepted.

4.4 EFT ONLY

4.5 **EduHelp reserves the right to decline and cancel consultations or sessions if payment has not been received or if my account with EduHelp is in arrears.**

4.6 Outstanding Accounts and if not met by the due date without consultation with EduHelp will be forwarded to a debt collector.

4.7 EduHelp hires an independent accountancy firm to manage invoicing, receipts, statements and payments.

4.8 I understand that if there are any special material requirements for my child, I will be held responsible for such costs. EduHelp will give me due notice if these requirements are

necessary. I shall have the right to accept or decline the purchase of any material and am responsible for this decision. EduHelp will never purchase material without my consent.

4.9 Termination is a 2-calendar month notice period.

5. Lessons

5.1 It is my responsibility to ensure that my child is on time and present for all sessions. EduHelp reserves the right to cancel the session if you do not meet your appointment on time. Late attendance and all sessions that are missed (without due notice) are non-refundable.

5.2 Lessons are scheduled at fixed times that unfortunately cannot be moved and failure to attend lessons will still be for your account.

5.4 If I am not available and cancel sessions, EduHelp will try to reschedule accordingly or there will be no charge for that specific lesson.

6. Parent Role and Permission

6.1 I consent to EduHelp/Melissa Joyce van Hal working with my child to assist them with their difficulties and understand that confidentiality of the matters at hand is handled with the utmost respect and consideration of both the child and the parents.

6.3 I give EduHelp/Melissa Joyce van Hal permission to contact other professionals who work with my child and discuss any issues at hand.

6.4 If I have any concerns, queries or reservations, I will contact Melissa Joyce van Hal directly to clarify and discuss the issue.

7. EduHelp Role

7.1 EduHelp will provide a service to the best of their ability but does not guarantee time-framed results, as each child can only progress at their rate and ability.

7.2 Communication with Registered Health Professionals or your school's professional network may be necessary and will be held in confidence. Any other professional wishing to discuss your child will require your written consent.

7.3 EduHelp will to the best of its ability provide information deemed necessary to benefit the child and the parent. Any referrals or considerations are given to the parent who can decide from there what course to follow.

7.4 All interactions are held as transparently as possible.

7.5 EduHelp is willing to make reports available at the parent's request. Two reports per annum are at no extra cost. Thereafter, a fee will apply.

7.6 EduHelp holds no responsibility or incurs any liability concerning an injury sustained or property lost on their premises or school premises.

8. EduHelp and the Parent

8.1 Interactions

8.1.1 All interactions will be held in confidence and with respect.

8.1.2 All interactions will be transparent and in the best interest of both parties.

8.1.3 Both parties will work together in the best interest of the child.

8.2 The child

8.2.1 Your child's rights will be respected and honoured.

8.2.2 The child's private thoughts and discussion from the lesson are considered confidential.

8.2.3 EduHelp maintains a confidential and trustworthy relationship with your child. However, should an event or issue arise that EduHelp deems as important, you, the parent, are informed. EduHelp will respectfully and with the permission of your child relay the information in a manner to you that the child feels safe. It is essential to remember that one of the main reasons your child relates well and works diligently in the lessons is the fact that they trust me. If their trust is broken it causes irrefutable damage and results in further harm. Therefore such circumstances must be held with sensitivity, compassion and trust.

8.2.4 EduHelp will never withhold information from the parent that is essential to the child's safety.

9. Indemnity

9.1 I, the parent/guardian waive any claim that may arise as a result either directly or indirectly from attending lessons at EduHelp.

9.2 I further indemnify the owner of EduHelp or any teacher or employee employed by EduHelp in the event of any accidental bodily injury or theft that may arise before, during or after any lesson.

9.3 I understand this is a legal and binding document from the date of signature and will be held liable for all monies owed from the date below.

9.4 I have also read and understood the conditions above and agree to abide by all of them when joining EduHelp. These terms and conditions are non-negotiable.

9.5 Right of Admission Reserved.

10. Termination

10.1 A paid-up written two calendar months' notice must be given with regards to ending sessions at EduHelp, for example, should you decide to cancel lessons at the end of September notice must be given before or on the 1st of August and September fees must be paid in full

10.2 Please kindly provide your reasoning when terminating your child's lessons at EduHelp.

Signed: _____

Full Name: _____

Date: _____