

Terms & Conditions

Terms of engagement for education and mentoring services

Version:	1.0	Review Date:	April 2027
Document Owner:	Stuart Knox, Director	Status:	Active

1. About these terms

These terms and conditions govern the provision of education, mentoring and consultancy services by Clearspace Learning Ltd ('Clearspace', 'we', 'us'). By engaging our services, you ('the client') agree to these terms. These terms apply to private family arrangements, school commissions and local authority placements unless a separate service level agreement is in place.

2. Our services

Clearspace Learning provides specialist education and mentoring services for young people aged 7–18+. All programmes are bespoke and agreed prior to commencement. Services include 1:1 tuition, EOTAS provision, project-based STEAM learning, transition support, small group programmes, school outreach, and professional consultancy.

3. Agreements and bookings

- All engagements begin with an initial consultation to agree scope, approach and expectations
- A written confirmation of the agreed programme will be provided before sessions commence
- For local authority placements, a separate Service Level Agreement will be issued
- Clearspace reserves the right to decline or terminate an engagement where the working relationship cannot be established safely or productively

4. Fees and payment

- Fees are agreed in writing prior to commencement and are reviewed annually
- Invoices are issued monthly in arrears unless otherwise agreed
- Payment is due within 14 days of invoice date
- Late payment may incur interest at 8% above Bank of England base rate (Late Payment of Commercial Debts Act 1998)
- Fees for local authority placements are governed by the agreed service level agreement or purchase order

5. Cancellation and missed sessions

- Cancellation with more than 48 hours notice: no charge

- Cancellation with less than 48 hours notice: 50% of session fee may be charged
- Sessions missed without notice: full session fee may be charged
- Clearspace will provide reasonable notice of any cancellation and will reschedule at the earliest opportunity
- We reserve the right to end a session early where the safety of any individual is at risk

6. Safeguarding

Clearspace Learning takes the safeguarding of young people extremely seriously. All provision is carried out in accordance with our Child Protection and Safeguarding Policy. Stuart Knox holds DSL Level 3 certification. All staff and associates are DBS checked. Any safeguarding concerns will be handled in accordance with statutory guidance and reported to the relevant authorities as required.

7. Confidentiality and data protection

All personal information is handled in accordance with our Privacy Policy and the UK General Data Protection Regulation (UK GDPR). Information about young people and families is held securely, used only for the provision of agreed services, and shared with third parties only where legally required or with explicit consent. Our full Privacy Policy is available at clearspacelearning.com/policies.

8. Reporting and communication

Clearspace will provide regular progress updates in a format agreed at the outset. For EOTAS and local authority placements, professional reports will be provided in line with EHCP review timescales and ISP requirements. We commit to timely, transparent communication with all agreed stakeholders.

9. Intellectual property

All curriculum materials, resources and programme designs created by Clearspace remain the intellectual property of Clearspace Learning Ltd unless otherwise agreed in writing. Materials may not be reproduced or distributed without permission.

10. Liability

Clearspace Learning Ltd carries full professional indemnity and public liability insurance. Our liability is limited to the value of services provided. We are not liable for indirect or consequential losses. Nothing in these terms limits liability for death or personal injury caused by negligence, or for fraud.

11. Termination

Either party may terminate an engagement with 28 days written notice. Clearspace may terminate immediately where safeguarding concerns arise or where continued provision is not in the best interests of the young person. Fees for work completed prior to termination remain payable.

12. Governing law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact

Clearspace Learning Ltd

Stuart Knox, Director

T: 07765 610348

E: info@clearspacelearning.com

W: clearspacelearning.com