

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

The Haven – Terms and Conditions

Document	The Haven – Terms and Conditions
Version	10.25
Status	live
Last reviewed	01 October 2025
Next review	01 October 2026
Owner	Proprietor
Approved by	Governing Body

Date: October 2025

Review Date: October 2026

Coordinator: the Proprietor

Nominated Governor: the Co-Chair of Governors

Version: v10.25

These *Terms and Conditions* ("Terms") govern the use of The Haven's services, including our TutorCruncher platform ("the Site"). By accessing or using the Site, you agree to these Terms. If you do not agree, you must not use the Site.

1. Who We Are

The Haven ("we," "us," "our") is a trauma-informed, neurodivergent-affirming hybrid provision for learners aged 12–17. We operate online and in hybrid formats, providing core curriculum provision and optional additional 1:1 tuition.

2. Who These Terms Apply To

These Terms apply to:

- Learners enrolled with The Haven
- Parents/Carers or legal guardians of enrolled learners
- Educators and contracted staff delivering services via our platforms
- Local Authority representatives commissioning places for learners

2A. Age and Consent

Learners under the age of 13 may only use the Site and take part in online learning sessions with the explicit consent of a parent or legal guardian.

The parent/carer (or commissioning Local Authority) must be the named “Client” in TutorCruncher for all learners under the age of 18.

It is the responsibility of the parent/carer or Local Authority to ensure that consent has been given and that all safeguarding requirements are met before a learner accesses the Site.

3. Purpose of the Site

The Site is used to:

- Manage enrolment, scheduling, and payment for all learning services
- Enable secure communication between learners, parents/carers, and educators
- Provide learning resources and updates

4. Core Provision and Additional Tuition

Core provision fees are agreed at the point of enrolment and cover the stated programme of study.

Additional 1:1 tuition outside the core offer will be billed separately through the Site.

Split payments will be used for additional 1:1 tuition where applicable — this means part of your payment goes directly to the educator and part to The Haven.

5. Fees, Payments, and Charges

All fees are payable in advance via TutorCruncher, unless otherwise agreed in writing.

Payment by debit or credit card via Stripe will incur Stripe's card processing fees (currently 2.65% for UK cards) and any premium or international card surcharges will be passed on to the payer.

Bank transfer payments are preferable and will not incur a fee.

Local Authority clients will be invoiced in line with agreed funding arrangements.

Exams are registered and charged privately by our Exam Centre Partner, Tutors and Exams.

5A. Examinations (Private Candidate Entries)

5A.1 Exam Partner

The Haven partners with **Tutors & Exams Ltd (T&E)**, a national private-candidate examination centre network, to facilitate GCSE and other external qualifications. The Haven does **not** operate its own exam hall or hold centre approval from any awarding body. Learners are entered as **private candidates** through T&E or another approved provider.

5A.2 Responsibilities

- The Haven supports families by advising on subjects, boards, timelines, and access arrangements but does **not** register entries or collect examination fees.
- Parents/carers (or commissioning Local Authorities) remain responsible for completing registration, payment, and communication with T&E by the deadlines they publish.
- Once entries are confirmed, the contractual relationship for exam delivery is between the **family and Tutors & Exams Ltd**.

5A.3 Fees and Payment

- All exam and service fees are paid **directly to T&E** within **14 days** of invoice.
- Entries are processed only when payment is received in full.
- Typical 2025/26 fees range from **£180–£220 per GCSE subject**, with additional charges for Access Arrangements, NEA handling, or Home Invigilation (see *Haven Examinations Policy v10.25 2025-26*, Appendix A).
- The Haven does not add any administrative surcharge to T&E fees.

5A.4 Deadlines and Evidence

- Internal T&E deadlines for Summer 2026 include:
 - **Home Invigilation:** 22 December 2025
 - **Modified Papers:** 5–12 January 2026
 - **All other Access Arrangements:** 26 January 2026
 - **NEA Submissions:** 29 March – 5 April 2026 (subject-specific)
- Late, incomplete, or inaccurate submissions may result in rejection by awarding bodies and loss of entry fees.

5A.5 Data and Consent

- Limited learner information (name, date of birth, candidate number, Access Arrangement evidence where applicable) will be shared securely with T&E for exam purposes only, in accordance with UK GDPR.
- Results are issued directly to the candidate via the T&E Portal. The Haven may view results only where **written consent** has been provided by the parent/carers or learner (18+).

5A.6 Cancellations, Withdrawals, and Refunds

- Refunds or changes after entry are subject to T&E's policies and awarding-body rules.
- The Haven is not liable for costs or refunds related to exams cancelled or amended by the family, T&E, or an awarding body.

5A.7 Wellbeing and Support

The Haven provides pacing plans, regulation-aware preparation, and emotional-support check-ins before and during exam periods. Success is measured by wellbeing and growth as well as academic results.

6. Attendance, Cancellations, and Missed Sessions

6.1 Core Provision (Enrolled Learners)

When learners are enrolled in The Haven's core programme, all timetabled sessions are delivered by employed or contracted staff and form part of a structured timetable.

Core provision sessions are not rescheduled if missed, as staffing is fixed and group learning continues whether or not a learner is present.

Absences are managed in line with our *Attendance & Engagement v01.26* — we do not punish absence but will work with learners, parents/carers, and commissioners to understand and support re-engagement.

6.2 Additional / Ad Hoc Tuition

For 1:1 or small-group tuition booked outside the core programme, a minimum of 24 hours' notice is required to cancel or reschedule without charge.

Sessions cancelled with less than 24 hours' notice, or missed without notice, will be charged in full.

6.3 Communication About Absence

Parents/carers (or commissioning Local Authorities) are expected to inform us of any planned or unplanned absences as early as possible, ideally before the start of the school day.

Absence notifications should be reported on our form here: https://docs.google.com/forms/d/e/1FAIpQLScOD8sgLDWwcSaD00X1CaT7mhJe_2QaEq86ktmmLVUpdT4AfA/viewform

Or sent to: attendance@autisticgirlsnetwork.org

7. Safeguarding, Safety and Conduct

7.1 General Safeguarding

All sessions are delivered in accordance with our *Child Protection and Safeguarding, Behaviour, and Prevent Duty Policies*.

Learners must attend from a safe, appropriate environment and follow agreed behaviour guidelines.

Parents/carers and Local Authorities are expected to support safe attendance and address any safeguarding concerns promptly.

7.2 Parental Supervision and Home Safety

Because The Haven's provision operates online and hybridly, responsibility for the learner's **physical safety within the home environment** lies with the parent/carer.

Parents/carers must ensure that:

- A **responsible adult is present** and available for support and emergency response during all live sessions;
- The learner is working in a **safe, hazard-free space** (e.g., no exposed wiring, balanced equipment, clear walkways);
- The environment meets basic **fire safety expectations**, including the presence of a working smoke alarm;
- Learners do not attend sessions from bedrooms unless explicitly agreed as appropriate by the DSL for privacy or accessibility reasons;
- In the event of fire, injury, or medical emergency, **parents/carers are responsible for immediate action and emergency contact**.

Where The Haven becomes aware of unsafe conditions, sessions may be suspended until the matter is resolved.

This clause aligns with **KCSIE 2026** and the **DSL Addendum for Online and Hybrid Safeguarding Contexts**, and — as a voluntary benchmark rather than a legal obligation — with the **Independent School Standards (Part 3: Welfare, Health and Safety of Pupils)**. The Haven is not a DfE-registered independent school.

7.3 Accidents or Incidents in the Home

The Haven staff will record and report any incident or visible injury observed during a session in line with safeguarding procedures.

However, The Haven is **not liable** for accidents or injuries that occur in the learner's home or chosen learning environment.

Parents/carers retain **primary duty of care** for the physical environment during all remote and hybrid learning.

7.4 Safeguarding Reports and Digital Records

All learning and communication through TutorCruncher, Google Classroom, Google Meet and related platforms may generate **attendance, engagement, wellbeing, or safeguarding notes**.

These records form part of The Haven's statutory safeguarding file and are held securely in accordance with the *Data Protection, Confidentiality & Privacy Policy v10.25 (v1.0)* and *Keeping Children Safe in Education 2026*.

Parents/carers acknowledge that relevant information may be shared, on a need-to-know basis, with the DSL, deputy DSL, or appropriate external agencies (e.g. local authority, health, or social care) where safeguarding or wellbeing concerns arise.

7.5 Raising a Safeguarding Concern

If any parent, learner, or member of staff has a concern about the conduct of an adult or potential harm to a learner, they must:

- Report immediately to the **Designated Safeguarding Lead (DSL)** via dsl@autisticgirlsnetwork.org;
- If the concern relates to the DSL or is not addressed appropriately, contact the **Local Authority Designated Officer (LADO)** or **Chair of Governors**.

This aligns with *KCSIE 2026 paras 389-394*.

7.6 Parent/Carer Duty to Maintain Accurate Information

Parents/carers must keep their **TutorCruncher profile fully up to date**, including:

- Contact details and emergency numbers;
- Medical, SEND or mental-health information relevant to safe participation;
- Details of any change in home circumstances or support arrangements that could affect attendance or safeguarding.

Failure to provide accurate information may limit The Haven's ability to deliver support or fulfil safeguarding duties.

7.7 Health, Wellbeing, and Participation

To ensure appropriate reasonable adjustments, parents/carers agree to:

- Notify The Haven promptly of any **medical, emotional, or behavioural needs**, or significant life events, that may affect engagement or wellbeing;
- Provide copies of updated **EHCPs, professional reports, or care plans** when requested;
- Work collaboratively with The Haven staff to review support where needed.

All information will be handled sensitively and stored securely.

7.8 Record Keeping and Retention

Safeguarding, attendance, and wellbeing records are kept securely in line with The Haven's *Data Protection, Confidentiality & Privacy Policy v10.25*.

Such records are retained for the period required by statutory guidance and may be transferred to a learner's next educational setting or relevant agency when appropriate.

7.9 Parent Conduct and Communication

The Haven is a trauma-informed, neurodiversity-affirming environment.

We ask all parents/carers to communicate respectfully with staff and other families, including in digital forums and messages.

Abusive, discriminatory, or intimidating behaviour will be managed under the *Grievance Policy* and may result in withdrawal of access to platforms.

7.10 Complaints and Feedback

Concerns about The Haven services should first be raised informally with the relevant coordinator.

If unresolved, parents/carers may escalate under the *Grievance Policy* or, where the issue involves safeguarding or staff conduct, via the DSL → LADO route described above.

8. Confidentiality and Data Protection

We process personal data in accordance with UK GDPR and *The Haven Data Protection, Confidentiality & Privacy Policy v10.25*.

Information shared via the Site is stored securely and used only for educational purposes.

9. Intellectual Property

All lesson content and resources remain the property of The Haven or the educator, unless otherwise agreed in writing.

Materials may not be shared or reproduced outside the learner's personal use.

10. Limitation of Liability

We are not liable for:

- Technical issues outside our control (e.g., internet outages)
- Outcomes dependent on learner engagement beyond scheduled sessions
- **Accidents, injuries, or property damage occurring within the learner's home** or chosen learning environment
- Loss or damage arising from misuse of the Site or breach of these Terms

11. Ending the Agreement

Either party may terminate the agreement in line with our Withdrawal Policy.

We reserve the right to suspend or terminate access for breach of these Terms.

12. Changes to These Terms

We may update these Terms to reflect changes in law, services, or policy. Significant changes will be communicated via email.

This PDF was generated from the published policy at policies.thehavenonline.school on 26 August 2026. The website is the authoritative, most current version of this policy.