



# ASPIRIO

Registered office : The Braes,  
Granville Road, Bath. BA1 9BE

## ASPIRIO LTD TERMS AND CONDITIONS

Welcome to Aspirio Ltd, where our primary goal is to create a nurturing environment for every student we engage with. We are committed to ensuring that everyone feels comfortable, safe, and respected, with a strong focus on meeting their emotional needs.

We invite you to carefully review our terms and conditions document, which governs every mentoring session provided by Aspirio Ltd. These conditions are designed for the benefit of both the mentor and the client. Our comprehensive terms and conditions aim to provide robust protection and peace of mind for all parties involved, guaranteeing the utmost safety for the mentee, the client, and our dedicated mentors. Thank you for choosing Aspirio Ltd, where your well-being is our top priority!

### Acceptance of Terms

By choosing our services, you are committing to the highest standards of support and guidance for your child. Your participation in our sessions signifies your acceptance of these Terms of Service.

If you disagree with our Terms of Service, we kindly ask that you refrain from using our services. If you have any questions or need clarification regarding these terms, please don't hesitate to contact us at [info@aspirio.co.uk](mailto:info@aspirio.co.uk).

Updated:17/03/2025

### Services Offered

Aspirio Ltd offers various mentoring programs that support children's academic, social, and emotional development. We provide tailored individual mentoring sessions and workshops, as our website describes.

### Eligibility

Our services are designed specifically for students aged 10 to 18 years and include various educational programs and activities tailored to their developmental needs.

We encourage parents to explore our range of programs and choose those that best suit their child's interests and aspirations.



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Parents can easily book sessions for their children through our online scheduling platform. However, we recognise that each child has unique needs. If you would like to discuss any specific requirements or concerns before booking, please feel free to contact us via our contact page.

Please also take the time to familiarise yourself with our policies and guidelines. This will enhance your child's onboarding experience and help us create a supportive and enriching environment.

## Session Duration and Fees

The pricing structure for one-on-one mentoring sessions is carefully designed to give students flexibility and value in their personal and academic development.

Initially, students can participate in a 15-minute consultation for £30 to discuss their goals and the potential for collaboration. Following this, standard 45-minute sessions are available for £75, offering personalised guidance tailored to individual needs.

Block booking options are offered for those interested in a longer-term mentoring experience. You can purchase four 45-minute sessions for £285, which includes a 5% discount, or commit to six sessions for £405, resulting in a 10% discount.

All fees must be paid in advance. By securing these services, clients agree to adhere to the terms and conditions, formalising their commitment to their child's developmental journey.

## Attendance and Cancellation Policy

To ensure a seamless and efficient scheduling process, we strongly encourage you to communicate any session cancellations at least 24 hours in advance to [info@aspirio.co.uk](mailto:info@aspirio.co.uk). If notice is not provided within this timeframe, the entire session payment will be charged, and refunds cannot be issued.

Your cooperation is invaluable to us; timely cancellations enhance our ability to serve all students effectively and optimise mentor availability for everyone. Following this policy is crucial to avoiding unnecessary charges and ensuring a fair experience.

We understand the diverse needs of our students and are dedicated to accommodating cancellations whenever possible, depending on mentor availability. Should you have any questions or concerns regarding payments, please do not hesitate to contact us at [info@aspirio.co.uk](mailto:info@aspirio.co.uk). Thank you for your understanding and support.

## Lateness Policy

Running late? Join as soon as you can. Please try to inform your mentor if you are running late for a



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session where possible. Mentors will attempt to contact you and check their emails

regularly if you run late.

- ❖ If the mentee arrives late for a session, it will conclude at the originally agreed-upon time without extensions.
- ❖ In contrast, if an Aspirio Ltd mentor is delayed, we will ensure that additional time is provided—either by extending the current session or by adding time to a future session. This reflects our commitment to provide the best possible experience for our mentees.

## Mentoring Session Termination Policy

Aspirio Ltd reserves the right to terminate any mentoring sessions if any form of abuse is detected or if it is determined that the risk to either the mentor or the mentee is too significant to manage during the agreed-upon sessions. Such incidents will be documented in a written report and shared with relevant professionals and parents/guardians to ensure all parties are informed.

Suppose the mentor feels our service is unsuitable for the mentee's needs. In that case, this will also be recorded in the written report and distributed to relevant professionals and parents/guardians to discuss the best way to move forward.

## Code of Conduct

Participants in our mentoring programs are expected to embody a high standard of respect and kindness in all interactions. Any behaviour that is deemed inappropriate—such as bullying, harassment, or abusive conduct—will result in the immediate termination of the mentoring relationship.

We take these matters seriously and encourage you to review the Online Behavior Policy for further clarification and guidance.

## Parent/Guardian Responsibilities

Parents and guardians play a vital role in supporting their children's mentoring experiences. Your active involvement is crucial and includes maintaining open communication with mentors, attending meetings when required, and creating a safe and nurturing environment for your child.

As essential partners in your child's journey, we urge you to:

- ❖ Ensure your child is available and prepared for their sessions at the scheduled times.



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- ❖ Provide a dependable method of communication to facilitate meaningful interactions.
- ❖ Share any critical information with your Aspirio Ltd mentor that could influence a session, including changes in your child's circumstances.
- ❖ Promptly inform mentors about cancellations, holidays, illnesses, or technical issues that may disrupt a session.

## Liability Waiver

By participating in our online 1:1 mentoring sessions, you acknowledge the inherent risks associated with such engagement. While we are dedicated to fostering a safe and supportive environment for all participants, you agree to release Aspirio Ltd from any liability for injuries, damages, or losses that may arise during these sessions. Your understanding of these terms reflects a commitment to a constructive and enriching learning experience, and we appreciate your collaboration in this academic endeavour.

## Termination of Services

Aspirio Ltd reserves the right to terminate services if a participant fails to adhere to these terms if we believe the mentoring arrangement is not beneficial or if any other reason is deemed necessary by our staff.

## Changes to Terms

Aspirio Ltd reserves the right to modify these Terms and Conditions anytime. We will provide notice of any changes via email or on our website. Continued use of our services after implemented changes signifies acceptance of the updated terms.

## Contact Us

For any questions or concerns regarding these Terms and Conditions, please get in touch with us at [aspirio.co.uk](https://aspirio.co.uk)

Your child's mentor is your primary point of contact. If you have any questions or queries, please get in touch with them.

Please note that mentors are in sessions throughout the day, so they may be unable to return your correspondence immediately.

By enrolling your child in our mentoring program, you acknowledge that you have read, understood, and agree to these Terms and Conditions.