



# One-to-One Computer Lessons

Age UK Waltham Forest  
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# Silver Surfer One-to-One Lessons

Have you completed a Beginners Course but would like some additional support?

Would you like someone to be with you whilst you practice or to answer your questions about using the computer?

Would you like to learn something but can't find the correct course to suit your needs?

We are now able to offer one-to-one lessons with our tutor to help you to become more confident when using your computer. These lessons cost £10.00 per hour and can be booked by the hour. There are no limits to the number of hours you may book.

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## Silver Surfer One-to-One Booking Form - Special Offer

Name:

Address:

Telephone Number:

Please tell us how many hours support you would like here \_\_\_\_\_ hour(s)

Please tell us which days and times you would like you support sessions:

- Monday  times you are available.....
- Tuesday  times you are available.....
- Wednesday  times you are available.....
- Thursday  times you are available.....
- Friday  times you are available.....

Brief outline of what you want to learn from your lesson:

Would you like your one-to-one sessions to take place:

At Home:  At Age UK Waltham Forest offices (address below):

If booking multiplies of hours please let us how long you would like each individual session to last:

1 hour:  2 hours

**It is the responsibility of the user to have a working computer and a functioning Internet Connection available for each session if they are taking place in their home.**

I confirm I would like \_\_\_\_\_ hour(s) of support session(s) and understand these support sessions cost £10 per hour. I enclose a cheque for \_\_\_\_

**Cheques should be made payable to Age UK Waltham Forest**

Please return to: Emma Tozer, Age UK Waltham Forest, Waltham Forest Resource Hub (North), 58 Hall Lane, Chingford, E4 8EU

# Terms and Conditions

The following terms and conditions are between Age UK Waltham Forest, hereafter AGE UK WF, and the User (the User being the person who uses the scheme) and the Purchaser, (the Purchaser being the person who undertakes to be responsible for the payment of the scheme if different from the User).

**Bookings:** Bookings are only accepted if a valid booking form and payment is received by Age UK WF – which needs to be signed and returned. On receipt of the signed booking form Age UK WF sends a booking confirmation which will include the times of your sessions. Should your requirements change from those detailed in the booking form, we reserve the right to cancel the original booking. Age UK WF reserves the right to refuse to accept any order. Once a booking has been accepted in writing by us, cancellation terms apply.

**Cancellations:** Cancellation of the course made within 2 weeks of the start date are subject to a cancellation fee of a minimum of 50%. If a Service User/purchasers wants to rearrange a session after the course has commenced, the Service User/Purchaser must give 24hrs notice. AGE UK WF reserves the right to charge the Service User/Purchaser for a booking not rearranged 24hrs in advance (by 12midday on Fridays for weekend or Monday visits). Only two rearranged sessions are permitted per course.

**All cancellations and amendments must be made through the AGE UK WF office by telephone on 020 8558 5512.**

## Confidentiality

All information held by AGE UK WF regarding Users/Purchasers is confidential and would not be divulged to a third party without the consent of the Service User/Purchaser. The only exception being in an emergency situation or when abuse is suspected when the appropriate professional (e.g. doctor, social worker) will be alerted.

All information held regarding AGE UK WF staff is confidential and can only be divulged to Service Users/Purchasers in exceptional circumstances. In the event of such a disclosure the Service Users/Purchaser must not pass those details onto a third party.

## Insurance

AGE UK WF has both Employer's and Public Liability insurance.

## Liability

AGE UK WF shall not be liable under any circumstances for any loss, expenses, damage, delay, cost or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Service User arising from or in anyway connected with a late arrival of the AGE UK WF Worker at the service address. AGE UK WF endeavours to be on time on all visits but sometimes due to transport related and other problems which are beyond our control, AGE UK WF workers may arrive with a delay or the visit may have to be rescheduled. AGE UK WF shall not be liable under any circumstances for loss, expense, damage, delay, cost or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the user arising from or in anyway connected with faulty equipment or materials supplied by the user.

**Code of Conduct**

- A) Do Not offer to make any additional payments to your tutor during the course. Do Not offer your tutor any valuable gift. You may offer your tutor normal hospitality such as tea or coffee.
- B) Do Not visit any "adult internet sites" during your lessons.
- C) Do Not buy any computer equipment or programme from your tutor which are his/her property.

**Force Majure**

No liability shall attach to AGE UK WF in respect of Acts of God, Riot, Civil Commotion, Usurped Power, Strikes or Labour disturbances.