

Refunds Policy:

All tutoring fees are non-refundable once a session has taken place.

Payments made for cancelled sessions will only be refunded if the cancellation complies with our Cancellation & Rescheduling Policy. Where applicable, eligible refunds will be processed using the original payment method.

Unused prepaid sessions or lesson packages are non-refundable unless otherwise agreed in writing. In exceptional circumstances, requests for refunds or credits may be considered at the company's discretion.

If a tutoring session cannot proceed due to the tutor's unavailability or a technical issue on our part, you will receive a full refund or account credit.

We are committed to providing a high-quality tutoring experience. If you have any concerns regarding your sessions, please contact us at enquiries@tutoringlb.co.uk promptly so we can work with you to resolve the matter.