

## Terms and conditions:

### 1. Bookings:

- All tutoring sessions are subject to availability.
- Bookings are confirmed once agreed by both parties.
- We reserve the right to decline or cancel bookings where necessary.

### 2. Fees and Payment

- Session fees must be paid in accordance with the agreed payment terms.
- Payments not received by the due date may result in the suspension of tutoring services until the account is brought up to date.
- Any additional charges will be communicated in advance.

### 3. Cancellation and Rescheduling

- A minimum of 24 hours' notice is required to cancel or reschedule a tutoring session.
- Cancellations made with 12–24 hours' notice will incur a 50% cancellation fee.
- Cancellations made with less than 12 hours' notice will incur the full session fee.
- We understand that genuine emergencies and illness may occur and will consider exceptional circumstances at our discretion.

### 4. Late Arrivals

- Students arriving late will receive the remainder of their scheduled session.
- Sessions will finish at the agreed time to avoid affecting subsequent appointments.
- If a student is more than 15 minutes late without prior notice, the session may be treated as a missed appointment and the full session fee may apply.
- If a tutor is late, every reasonable effort will be made to provide the missed

tutoring time.

## 5. Refunds

- Tutoring fees are non-refundable once a session has been completed.
- Refunds or credits will only be provided where required under our Refund Policy or where required by law.
- If a session is cancelled by the company, students will be offered a replacement session, credit, or refund.

## 6. Student Responsibilities

Students are expected to:

- Attend sessions on time.
- Treat tutors respectfully.
- Complete agreed learning activities where appropriate.
- Participate in sessions in a respectful and cooperative manner.

Parents or guardians remain responsible for the behaviour and welfare of students under 18 years of age.

## 7. Tutor Responsibilities

Our tutors will:

- Deliver tutoring professionally and to the best of their ability.
- Arrive prepared for each session.
- Maintain appropriate professional boundaries.
- Treat students with respect and confidentiality.