



## Terms and Conditions

Upfront payment must be made by the end of each month to cover the following month's sessions. **If no payment has been made by this time, no tuition will take place and may result in the termination of the tuition service.**

<b>Missed sessions</b>	If you need to cancel or reschedule a consultation, please provide at least 7 days' notice. Cancellations made with less than 7 days' notice may be charged at 50% of the agreed fee. Cancellations made with less than 48 hours' notice will be charged in full. Where possible, I will offer an alternative date and time for rescheduled sessions.
<b>Arranged Absence (such as holiday)</b>	At least one month's notice is required for planned holidays and absences. This allows time to reschedule sessions where possible or adjust the payment total accordingly.
<b>Unarranged Absence (such as sickness)</b>	Please provide 24 hours' notice if your child is unable to attend the session. If this is not provided, the session will not be refunded. In the event of sickness I will endeavour to reschedule the session within the same week, but this cannot be guaranteed.
<b>Tutor holidays/Bank holidays (such as sickness)</b>	I will give notice if I am unable to offer tuition due to planned holidays. Where required/appropriate. Sessions that fall on a bank holiday will either be rearranged or not charged for.
<b>Tutor sickness</b>	If I am unable to offer tuition due to sickness I will either reschedule the session within the same week or offer a full refund.
<b>Arriving late to sessions</b>	The time lost is non-refundable. I will teach for the remainder of the session. If you would like to make up for the time lost then I will endeavour to give your child this time during the same week where possible, but this extra time will need to be paid for.
<b>Technical difficulties (online tutoring)</b>	If connection issues from either party last for longer than 15 minutes I will end the session and agree a mutual day and time to reschedule within the same week.