



Terms and Conditions

1. Tuition Sessions

- Tuition is delivered during Gloucestershire state school term time only (approximately 40 weeks per academic year).
- Sessions are held on the same day and time each week unless otherwise agreed.
- Lessons are typically 45 or 60 minutes in duration, depending on the agreed package.
- Tuition does not normally take place during school holidays or bank holidays. Additional holiday sessions may be offered.

2. Fees and Payment

- Fees are invoiced half-termly in advance.
- Payment is due before the first lesson of each half term.
- Payment secures your child's regular tuition slot for that half term.
- Payment can be made by bank transfer using the details provided on the invoice.

3. Cancellations and Missed Sessions

Parent Cancellation

If you need to cancel a lesson:

- More than 48 hours' notice: I will make every reasonable effort to offer a replacement session, usually during a school holiday. While I will do my best, an alternative session cannot be guaranteed.
- Less than 48 hours' notice: Unfortunately, I cannot guarantee that a replacement session will be available, and the lesson fee remains payable.

Tutor Cancellation

If I need to cancel a session due to illness or unforeseen circumstances, I will arrange a replacement lesson or provide a credit towards future tuition.

4. Attendance

Please ensure your child arrives on time and is ready to begin learning promptly.

Repeated late arrivals may reduce the teaching time available, as sessions will normally finish at the scheduled time.

5. Collection and Supervision

Parents are welcome to leave their child during tuition sessions.

I hold an Enhanced DBS Certificate, which is registered with the DBS Update Service, and I maintain appropriate safeguarding procedures at all times.

Parents are responsible for ensuring that children are collected promptly at the end of their session.

6. Progress Updates

Written progress updates are provided three times per academic year to summarise your child's achievements, areas of development and suggested next steps.

Parents are welcome to discuss progress informally throughout the year where required.

7. Resources

All teaching resources used during sessions are included within the tuition fee unless otherwise agreed.

8. Communication

Email is my preferred method of communication for routine enquiries and updates.

I aim to respond to messages within two working days.

9. Safeguarding

Safeguarding is of the highest importance. Please ensure you have read my Safeguarding and Child Protection Policy.

Any concerns relating to a child's welfare will be managed in accordance with current safeguarding guidance and, where appropriate, may be shared with relevant agencies.

10. Insurance

I hold appropriate Public Liability and Professional Indemnity Insurance.

11. Confidentiality

Information shared about your child will be treated confidentially and stored securely in accordance with UK data protection legislation.

Information will only be shared with third parties with parental consent unless there is a safeguarding or legal obligation to do so.

12. Ending Tuition

Either party may end tuition by providing four weeks' written notice.

Any lessons already invoiced during the notice period remain payable.

Outstanding invoices must be settled before tuition concludes.

13. Acceptance

Booking and payment for tuition confirms acceptance of these Terms and Conditions.

14. Data Protection and Record Retention

Personal information relating to pupils and their parents/carers will be stored securely and handled in accordance with UK data protection legislation.

Information will only be retained for as long as is reasonably necessary for the purposes for which it was collected, including the provision of tuition, safeguarding, administration, insurance, accounting and the management of any legal or professional obligations. When information is no longer required, it will be securely deleted or destroyed.

Further information about how personal data is collected, used, stored and retained can be found in the Privacy Policy.