

Tutoring Cancellation, Attendance & Payment Policy

I understand that plans can change and that illness and holidays are sometimes unavoidable. This policy is designed to keep things fair, predictable and manageable for everyone, while protecting lesson time that has been reserved specifically for your child.

1. Cancelling or Rescheduling a Lesson

Illness

- A minimum of 48 hours' notice is required when cancelling or rescheduling a lesson due to sickness.
- Where less than 48 hours' notice is given, the lesson may be charged in full.
- I appreciate that genuine emergencies can happen, so please get in touch as soon as possible if something unexpected occurs.

Holidays

- Please provide at least one week's notice if you are going on holiday and need to cancel lessons.
- This allows lesson times to be reorganised and offered to other students.

Absences Longer Than One Week

- At least one week's notice is required for any planned absence lasting more than one week.
- Regular lesson times cannot be guaranteed during extended absences unless agreed in advance.
- For absences lasting longer than three weeks, lesson slots cannot be reserved and may be offered to prospective students on a permanent basis.

2. No-Shows and Late Arrivals

- Your lesson time is reserved exclusively for you, so please make every effort to attend on time.
- For a 30-minute lesson, I will wait for 5 minutes.
- For a 60-minute lesson, I will wait for 10 minutes.
- If you have not arrived and no message has been sent, I will leave the lesson after the relevant waiting period.
- The lesson will then be treated as a no-show and charged in full.

- If you are running late, please send a message as soon as possible.
- Unfortunately, the lesson cannot normally be extended to make up for late arrival.

3. Suitable Location and Internet Connection

- For online lessons, it is the responsibility of the student/parent or guardian to ensure that the student is in a suitable, quiet place where they can concentrate and participate fully in the lesson.
- The device is charged and ready before the lesson begins.
- The student has access to a reliable internet connection.
- The environment is reasonably quiet and free from unnecessary distractions.
- The student has the equipment and materials needed for the lesson.
- Unfortunately, I am not responsible for poor internet connection, unsuitable equipment or distractions at the student's location.
- If there are connection problems on the student's side, I will make reasonable attempts to resolve them. However, if the connection remains too poor for the lesson to continue and cannot be remedied, the lesson may be terminated and charged in full.

4. Payments and Invoices

- Invoices must be paid within one week (7 days) of being sent.
- Payment is considered late if it has not been received by the end of the 7-day payment period.
- A 2% late payment charge will be added to the next invoice where an invoice has not been paid on time.

5. Lesson Preparation and Participation

- Students are expected to arrive on time and be ready to begin at the scheduled time.
- Have any agreed books, worksheets or equipment ready.
- Complete any agreed preparation or homework where appropriate.
- Participate appropriately and respectfully during lessons.
- For younger students, parents/guardians are encouraged to support organisation and preparation where needed.

6. Tutor Cancellations

- If I need to cancel or reschedule a lesson, I will provide as much notice as reasonably possible.
- Where I cancel a lesson, it will be rescheduled at a mutually convenient time or credited/refunded, as appropriate.

7. Communication

- Please communicate cancellations, absences, technical problems or other issues as early as possible. Good communication helps avoid misunderstandings and gives everyone the best chance of finding a suitable solution.
- A message does not automatically mean that a late cancellation or missed lesson will be free of charge, but it may allow flexibility depending on the circumstances.

8. Acceptance of the Policy

- By booking and continuing with tutoring lessons, you confirm that you have read and understood this policy and agree to the cancellation, attendance and payment terms outlined above.

Thank you for respecting the time that has been reserved for your child's lesson. I aim to be reasonable and understanding where genuine circumstances arise, while also ensuring that the tutoring service remains fair and sustainable for everyone.