

Terms and Conditions

LESSON RESERVATION AND BOOKING

Upon booking, we reserve a permanent slot(s) in the diary specifically for the student. **This time is guaranteed and held exclusively for the Client.**

To maintain this reservation, all services must be paid for in advance via Direct Debit. Clients may choose one of the following payment frequencies:

- **Weekly:** Payments are collected 7 days in advance of each scheduled lesson.
- **4-Weekly:** Payments are collected every 28 days, covering a block of 4 lessons in advance.

Payment must be cleared at least **one week prior** to the first lesson of the month. This payment ensures the continued reservation of the slot for that period. To ensure educational continuity and the retention of your guaranteed time, Clients must ensure their Direct Debit mandate remains active. While we endeavour to meet the needs of all customers, TforTeacher cannot promise to hold a specific date or time if a payment block is missed or the mandate is cancelled.

**Home Learning Packages: Our Home Learning Packages are managed and invoiced separately from standard weekly tuition. Clients booking a Home Learning Package will be invoiced per package, which spans one academic term or a 6-week block of lessons (whichever is shorter). These packages must be paid in full via Bank Transfer in a single transaction prior to the commencement of the first lesson.*

RESCHEDULING & CANCELLATION BY THE CLIENT

Regular, consistent attendance is fundamental to a student's progress. Frequent cancellation of lessons is highly detrimental to educational progress and may inhibit the achievement of learning objectives.

However, we do understand that family schedules can change and unforeseen events occur and TforTeacher will always endeavour to be as flexible as possible to accommodate your rescheduling requests.

Rescheduling: To allow us to manage the Tutor's schedule effectively, we ask that all rescheduling requests are submitted with a minimum of 72 hours prior notice.

Cancellations: If less than 72 hours notice is provided, the Client will be charged the full rate for the lesson, and no makeup session will be offered.

If a lesson is cancelled or rescheduled with at least 72 hours notice, a makeup session must be arranged or those hours will be forfeited (for example, by having an additional lesson on a week of your choice, resulting in two lessons that week).

If a lesson is rescheduled (whether due to a Bank Holiday or a Client request) and the student does not attend the new agreed slot, the standard cancellation policy applies. The lesson will

be treated as if it were the original scheduled slot, and no further makeup sessions or refunds will be offered.

**Please note that while we will make every effort to find an alternative time, all rescheduling is strictly subject to the Tutor's availability.*

HOLIDAYS AND BANK HOLIDAYS

TforTeacher operates throughout school holidays as standard.

Bank Holidays: We do not work on UK Bank Holidays. If your Reserved Slot falls on a Bank Holiday, the lesson will be rescheduled by the Tutor to a date and time that works for both parties within the same block of the pre-paid invoice, subject to the Tutor's availability.

Once the Tutor has provided an alternative date/time for a Bank Holiday reschedule, the Client must notify the Tutor within **72 hours** of the rescheduled date if they cannot attend. Failure to provide this notice will result in the lesson being forfeited.

Home Learning Packages: Lessons are not automatically scheduled for school holidays within these packages. However, additional lessons can be arranged upon request and will be invoiced separately.

CANCELLATION BY THE TUTOR

In the unlikely event of illness, extreme weather, or unforeseen circumstances, the Tutor will endeavour to provide 24 hours notice. The Tutor will either reschedule the appointment at a mutually agreeable time or offer an online alternative.

Once an alternative date/ time / delivery has been agreed, the Client must notify the Tutor within **72 hours** of the rescheduled date if they cannot attend. Failure to provide this notice will result in the lesson being forfeited.

LATE ARRIVAL

No adjustment to fees or lesson duration shall be made for time lost due to the late arrival of the Client. Any time lost due to the late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement.

NO-SHOW POLICY

Clients who are not present or are more than 15 minutes late are considered "no-shows." The Client remains responsible for full payment. No discounts or refunds are provided for unattended lessons.

DISCONTINUATION OF LESSONS

Should a Client wish to stop tutoring sessions permanently, TforTeacher requires a minimum of one (1) month's written notice of the intention to discontinue. * During this notice period, the Client is responsible for the payment of all scheduled lessons.

Note on Direct Debits: Please do not cancel your Direct Debit mandate until your final notice period has concluded and all outstanding fees are settled. Cancellation of a mandate does not constitute notice of discontinuation.

This notice allows the Tutor to provide a final progress review and offers the Company sufficient time to reallocate the reserved slot to students on the waiting list.



If TforTeacher terminates the agreement, a pro-rated refund may be issued at the Company's discretion.

REFUNDS

TforTeacher operates a No Refund Policy for all services.

Refund requests—regardless of the reason for absence or the notice provided—will not be honoured.

If you cancel a prepaid Learning Package after the first lesson, you remain liable for the remaining balance of that package.

OBLIGATIONS OF THE PARENT/GUARDIAN

The parent/guardian undertakes to:

- Be responsible for the student's health and safety; a parent/guardian must be present and visible for the duration of the lesson.
- Be responsible for the student's conduct, character, and promptness.
- Initiate all communication with the Tutor.

NO WARRANTIES

TforTeacher makes no promises or warranties regarding a student's performance. Our obligations are strictly limited to those explicitly noted in this agreement.