



Cancellation Policy

How Does Payment Work?

Payment is conducted on a *monthly-basis* through Tutorbird. Before your first session, you received a link to a registration form. The registration form collects your credit card information using Stripe, a secure online payment system. After registration, you will receive access with a log in for Tutorbird.

Before your first lesson, you will be sent an *invoice* for the remainder of the month if you have started after the 1st. This will be due within 7 days and must be paid in full prior to lessons. All other monthly sessions will be due on the 1st of the month.

Rates for Tutoring

1 hour a week for the month=£140 (£35/hour-4 sessions)

2 hours a week for the month=£240 (£30/hour-8 sessions)

Please note: The above is used as an example.

Expectations

If you need to cancel a session, please request a change in time for the week at least **24-hours**, in advance. If you are unable to contact me in time and miss a session, the session will be charged with no make-up credit. There are no exceptions to this. While I understand that there are circumstances when this can happen, I always put the responsibility of rescheduling in the parent's hands. All you need to do is contact me, and we can set up a different time or I can credit you with **make-up credits** to use the following month.

Since I have a busy tutoring schedule, it is crucial to start and finish on time. Please note that if you show up late to a session, I will not be able to *make up* that time.

My Promise to You

I value every parent and child I work with. My goal is to get the results you desire.

Those include:

- Increase learning potential and grades
- Close the learning gaps
- Inspire kids to be lifelong learners
- Develop a growth mindset and use mindfulness strategies
- Increase confidence

Communication

Each parent's expectations are different. Some parents prefer monthly communication and some like updates every 3 months. Prior to tutoring commencing, I will do an assessment and then every 3 months to let you know how your child is progressing.

After each session, I write a brief note about the lesson that can be shared with your child. You can access these in Tutorbird, or request that they are emailed to you after the lessons. If you ever want additional information about your child's progress, please feel free to ask in an email and I will send you an update.

Feel free to contact me through email, text or by phone. I will try to respond within 24 hours.

Term Time

Generally, I work during the school term time, but I am flexible and will conduct lessons during half terms, holidays and summer holidays as needed. I will send you the dates and times that I am available for these periods, and you will be able to schedule a slot that works for you.