



Cancellation Policy

How Does Payment Work?

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

Before your first lesson, you will be sent an ***autopay contract***. Auto-pay means payment will be taken automatically on a specific date prior to lessons. You will be sent a paid invoice copy to verify payment has been received. Payment will be taken on the date specified in the contract and then on the **1st of the month** via **auto-payment** or another **date specified in our contract**.

Rates for Tutoring: £40/hour flexible sessions-no commitment (minimum of 1 session per month based on my availability)

Monthly Tutoring Packages Available for a minimum of 3 months

1-hour session/week £34/session-Monthly rate: £136

2-hour sessions/week £32/session-Monthly rate: £256

45-minute session/week: £30/session Monthly rate: £120

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. **Please note:** *I will limit any excused sessions to 1 per month*, as I rely on continuity for the success of my business.

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/Holidays

Generally, I work year-round and conduct lessons during half terms, holidays, and summer holidays. I will send you the dates and times that I am available for these periods if there are any changes, and you will be able to schedule a slot that works for you. Please inform me ahead of time of your availability to allow me time to make a schedule.

May 2022

