



## Beech Tutoring Unlocking Potential

### **Definitions and Interpretation**

**Client:** The party requesting Tuition. This is assumed to be the individual who initially contacts Beech Tutoring, unless otherwise stated.

**Tutor:** The party offering Tuition in return for payment.

**Tuition:** Any service supplied by a Tutor which has been requested by the Client.

**Lesson:** A period of time during which the Tutor promises to engage in Tuition for the Client, for which the Client promises to pay the Tutor.

**Tuition Fee:** The amount charged for Tuition during a Lesson.

**Travel Expenses:** The amount charged for the Tutor's travel to and from a Lesson, when applicable.

**Lesson Fee:** The total amount charged for a Lesson, made up of the Tuition Fee plus Travel Expenses (where applicable).

**We need an email address and at least one phone number to register.**

**Please update us if your details change.**

**Please tell us about any allergies, needs or medical information.**

**Appendix 1 must be completed.**

### **Lesson Fees and Bookings**

- Lessons cost £38 per child 1:1, £30 per child 1:2 or £28 per child 1:3.
- The first lesson serves as a paid trial session and must be paid in advance by bank transfer.
- Further lessons are booked in blocks of 4 weeks.
- An invoice for each block will be sent prior to the start of the block and must be paid by bank transfer.
- Once you agree to a booking, your space is held for 24 hours pending return of your signed agreement.
- After each block ends, a new booking is required. The same time slot cannot always be guaranteed.

## **Invoices**

- Invoices are issued before each block begins.
- Payment is due upon receipt of the invoice or before the first lesson of the block, whichever comes first.
- Please use the invoice number as your payment reference.
- Holiday sessions and ad-hoc lessons are paid in full when booked.

## **Lesson Cancellation**

- To cancel a lesson, contact us as soon as possible by phone, WhatsApp, or email.
- If the Client cancels a scheduled lesson less than 48 hours before it is due to begin, for a reason other than an accident or emergency, the Client must pay the full lesson fee unless an alternative arrangement has been agreed with the Tutor.
- If the Tutor cancels a scheduled lesson less than 48 hours before it is due to begin, for a reason other than an accident or emergency, no tuition fee will be charged.
- To end tuition permanently, 4 weeks' written notice is required.
- Beech Tutoring may cancel tuition at any time; any unused prepaid lessons will be refunded in full.

## **Absences and Illness**

- Students who are unwell should not attend face-to-face sessions.
- For home visits, please inform us immediately of any illness in the household.
- Where suitable, we may offer an online alternative.

## **Timekeeping and Session Routine**

- Sessions last one hour.
- For sessions at Beech Tutoring's premises, students should wait in the designated waiting area until collected by their parent/guardian.
- Feedback is sent within 24 hours after each session.

## **Behaviour and Conduct**

- Abusive or disruptive behaviour will not be tolerated.
- Lessons or contracts may be terminated if behaviour prevents effective learning.

## **How to Raise a Concern or Complaint**

If a parent or carer has a concern or is dissatisfied with any aspect of the tutoring service, please raise it directly with Beech Tutoring.

Concerns should be shared privately and respectfully:

- By email: [jcooper@beechtutoring.co.uk](mailto:jcooper@beechtutoring.co.uk)
- By phone: 07939 063005
- In writing

Most issues can be resolved quickly through open communication.

Please note: Issues or complaints **should not be shared** on social media platforms. Beech Tutoring is committed to addressing concerns directly and professionally.

**Resources**

- All resources and materials belong to Beech Tutoring and are for the use of the enrolled student only.
- Loaned items must be returned within one week in the same condition as borrowed.
- If an item is returned damaged or not returned, the Client must replace it with an item of equivalent value or pay the replacement cost as determined by Beech Tutoring.
- All borrowed equipment must be signed out and returned on time.

**All payments should be made using the details below.**

**Name: Beech Tutoring    Bank: Monzo    Account Number: 41725049  
Sort Code: 04-00-06**

**Appendix 1 to be completed by the client.**

Signed (Client).....

Print name .....

Date .....

Signed (Tutor) .....

Print name .....

Date .....

