

### Privacy Policy:

Personal data which you share with Fantastic Home Learning will be treated with respect and used only for the purposes of providing tuition, informing you about our services, and meeting legal obligations. Personal data may be stored on our email, telephone and computer system once received, but will be deleted within a reasonable time once it is no longer needed by law or for the provision of services. Fantastic Home Learning does not permit any recordings or photographs of online sessions. Please note that the Google Privacy Policy and Terms of Service also apply to communications made by way of the Contact Form on this website.

### Cancellation Policy:

Please note that once you have booked a session or series of sessions, it means that I have reserved time in my schedule on those dates exclusively for your booking. This means that even if you later change your mind or are unable to make a session, it is unlikely I will be able to replace your business and I may have already spent time preparing for your session. For this reason, by booking a session or series of sessions, you are agreeing to the following cancellation policy:

- All sessions are payable in advance and will not take place without advance payment.
- It is your responsibility to remember the dates and times of sessions. If your child has not logged on to a session within the first fifteen minutes, then I'm afraid that session will be forfeited.
- If you are unable to attend a session for any reason, then please let me know in advance if possible so that I can offer you a replacement slot during the same week as the cancelled session. If no slot is available in that week, or if you are unable to make any of the offered slots, then I am afraid that your session for that week will be forfeited, and no refund will be available.
- Sessions which are forfeited or cancelled by you will not be refunded.
- In the event that I need to cancel a booked session, you will be offered a replacement slot in the first instance, and a full refund for the cancelled session if you are unable to make any of the replacement slots offered.
- It is advisable to book a one-off introductory session before making any block bookings to avoid any misunderstandings about the services to be provided.
- To make the most of the time booked for each session, it is advisable to familiarise yourself in advance with the workings of Zoom, as well as to log in to Zoom slightly early and check video, audio and microphone functions as well as how to 'annotate' as this is a useful function (which sometimes requires pre-approval in your settings) to help your child participate fully in the sessions. Time lost due to technical difficulties might not be made up due to subsequent sessions scheduled to begin shortly after your session is due to end.
- This policy does not affect your statutory rights.