

Terms & Conditions Policy

(Reviewed on 1st of September 2024)



Scheduling

There will be a choice of two assigned weekly slots (day & time may change).

Cancellation policy

If your child is unwell and cannot attend the session, please contact me by email as soon as is possible.

To cancel a session for other reasons, please give 24 hours' notice. Full payment (obviously excluding travel expenses) will be due if insufficient notice is received.

If I need to cancel a session, I will endeavour to provide you with a minimum of 24 hours' notice.

No fees will be incurred in that instance.

Lateness

No adjustment will be made if session time is lost because of the late arrival of the student. If I am late for a session, I will make up the time at the end of the session (if possible) or at a later date. If there is a technical failure then the session will be rescheduled.

I will email you with an invoice following each booking.

Please pay within seven days, by BACS transfer, to the bank account stated on the invoice.

Guarantee

I also have a 'Love It or Leave It' guarantee for installment plans - you can leave within the first 4 weeks and you will receive a refund for for what the amount of sessions left.