

### **Invoices and Payment/ Charges**

- From September 2025 sessions will be charged as follows:  
Group tuition - £18 per hour  
1-1 Tuition - £45 per hour
- The rates are discussed at the time of enquiry. Note: all fees are set and not open to negotiation.
- Sessions are term time only
- You will be invoiced monthly in advance. Payment is due on the 1<sup>st</sup> of every month. The first session will be a standalone paid trial charged at the standard rate
- All payments must be received at least 48 hours before the first session, or the session will be cancelled.
- Payments for lessons will be via bank transfer, details of this will be provided on the invoices sent to you. We do not accept cash or cheques.

### **Location**

- Tuition is face to face, with all sessions held at Abbeydale Sports and Community Centre, Gloucester
- Online sessions will not currently be provided, unless in the instance of national or local lockdown.
- You will be notified if the location needs to change for any reason.

### **Cancellations and Missed Lessons**

- Cancelled/missed sessions are non-refundable. Work that has been missed will be emailed to you to for your child to complete, if they are able to do so
- It is not possible to 'roll-over' the session to any subsequent weeks and no refund will be given for any missed/ cancelled lessons.
- On the rare occasion that the tutor is unable to make the session, an extra session will be given in lieu at a date/time agreed by the tutor.
- If you wish to cancel your tuition contract, parents must give four weeks notice by email.

### **Timekeeping and Parental Involvement**

- All sessions are 1 hour in duration.
- A tutor cannot give extra time to a student if they are late to their session.
- Regular progress reports will be provided
- The tutor reserves the right to charge for meetings in person with clients or over the phone if requested outside of the learners usual learning time.
- Parents will not be able to attend the group sessions for safeguarding reasons

### **Additional Information**

- Should you need to contact GL Tutoring, emails and messages can be sent at any time and will be replied to within 24 hours, Monday to Friday.
- There may come a time when goals have been met or tuition is no longer needed. A notice period of four weeks is required in email or in writing.
- 11 Plus tuition does **not** guarantee that your child will pass the entry exams.
- By beginning sessions with GL Tutoring, you are agreeing to these terms and conditions.
- You are not required to return a signed copy of these terms and conditions, as starting the sessions is proof of your agreement.

Please note, GL Tutoring reserves the right to make changes to these terms and conditions which will be found on the website.