

# Payment Policy

*Effective for all in-person tutoring sessions at the tutor's residence*



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## 1. Payment Methods

We currently accept the following forms of payment:

- **Bank Transfer** – Details will be provided upon booking.
- **Cash** – To be paid **in full** before the first session of each payment period.

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## 2. Payment Timing

- All tuition fees must be paid **in advance**.
- You may choose to pay:
  - **Per session** – at least 24 hours before each session
  - **Monthly** – payment due by the 1<sup>st</sup> of each month
- If payment has not been received before the session, the tutor reserves the right to postpone or cancel the session.

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## 3. Session Fees

- Tuition fees will be confirmed in writing before the first session.
- Rates are reviewed periodically, and any changes will be communicated with **at least one month's notice**.

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## 4. Missed or Cancelled Sessions

- **If a session is cancelled with appropriate notice** (see Cancellation Policy), the fee will:
    - Be carried forward to the rescheduled session **or**
    - Credited toward future sessions
  - **If a session is missed without notice**, the fee is **non-refundable**.
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## 5. Refunds

- Refunds are only issued in the following cases:
    - Tutor cancels a prepaid session and no suitable make-up session can be arranged
    - Overpayment or administrative error
  - Refunds are not issued for missed sessions without valid notice.
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## 6. Payment Records

- A receipt or confirmation will be provided upon request for all payments made.
  - If paying by bank transfer, please include your child's name as the reference for tracking purposes.
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## 7. Late Payments

- If payment is not received by the agreed due date:
    - A reminder will be issued
    - Continued delays may result in suspension of sessions until payment is made
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## 8. Contact for Payment Queries

- **Email:** cathy@eostuition.co.uk
  - **WhatsApp:** 07552769991
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*By enrolling in tuition, you agree to comply with this Payment Policy.*

*Please reach out if you need to discuss a flexible payment arrangement — we're happy to help where possible.*

Policy Created: 14/05/2025

Policy Last Updated: 14/05/2025