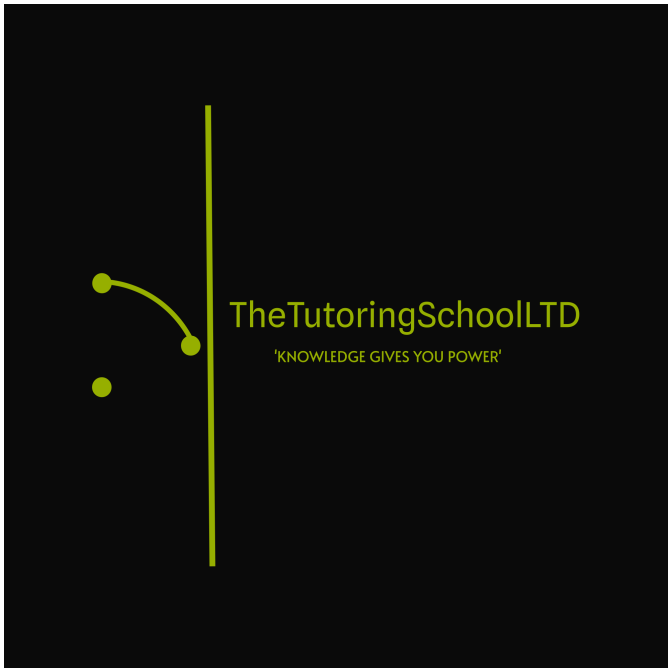

Refunds & Cancellations Policy

The Tutoring School Ltd

Last updated: 14th November 2025

This Refunds & Cancellations Policy explains how cancellations, missed lessons, and refunds are handled for tutoring services provided by The Tutoring School Ltd. Our aim is to provide flexibility while ensuring fairness and consistency for tutors, students, and families.

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1. General Policy

By booking tutoring services with The Tutoring School Ltd, you agree to the terms outlined below.

All lessons must be paid for within 72 hours of the sessions being undertaken, unless otherwise agreed in writing.

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2. Cancellations by Parents/Students

a. Cancellation with at least 48 hours' notice

- Lessons cancelled more than 48 hours in advance can be rearranged at no additional cost.
- Refunds are not typically issued, but credit can be transferred to another session.

b. Cancellation with less than 48 hours' notice

- Lessons cancelled with under 48 hours' notice will be charged in full.
- This is because tutors reserve the time exclusively for the student.

c. No-shows

- If a student does not attend a scheduled lesson, the session is charged in full.
- The tutor will remain online for the first 15 minutes before marking the lesson as a no-show.

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3. Cancellations by The Tutoring School Ltd or the Tutor

If a tutor needs to cancel a lesson:

- We will offer an alternative time for the rearranged session.
- If a rescheduled time cannot be agreed, a full refund or lesson credit will be issued.
- We will always provide as much notice as possible.

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4. Late Arrivals

- Tutors will stay online for the full scheduled lesson time.
- If a student arrives late, the session will still end at the original finishing time.
- Additional time cannot be added or refunded.

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5. Pre-Recorded Lessons & Resources

Payments for pre-recorded lessons, worksheets, or digital products are:

- Non-refundable, as access is granted instantly.
- If a link or file fails, we will resend or replace it promptly.

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6. Block Bookings & Packages

For packages paid in advance (e.g., 5, 10, or 20 lessons):

- Lessons must be used within 6 months of purchase unless agreed otherwise.
- Refunds for unused package hours are only given in exceptional circumstances and are at the discretion of The Tutoring School Ltd.

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7. Termination of Tutoring

Parents may end tutoring at any time with 7 days' notice.

Any remaining prepaid lessons may be:

- Rearranged
- Credited
- Or (in some cases) refunded for lessons not yet delivered

The company may end tutoring immediately if:

- Safeguarding concerns arise
- A tutor or student is put at risk
- Policies or behavioural expectations are breached

In such cases, unused lessons may be refunded or credited depending on the situation.

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8. Refund Timeframes

Eligible refunds will be processed within:

- 7–10 working days

  Payments are returned via the original payment method only.

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9. Contact

If you need to discuss cancellations or request a refund, please contact:

The Tutoring School Ltd

Email: amy@thetutoringschool.uk