

Attendance and Cancellation Policy

1. Purpose

This policy outlines expectations regarding lesson attendance, cancellations, and rescheduling to ensure fairness, consistency, and effective use of teachers' time. This policy forms part of the contractual agreement between the tutoring provider and the client (parent/guardian or adult student).

2. Attendance

Students are expected to attend all scheduled tutoring sessions on time. Lessons will begin and end at the agreed time. If a student arrives late, the session will still end at the scheduled time, and the full lesson fee will apply.

3. Cancellation by Students/Parents

- A minimum of **24 hours' notice** is required to cancel or reschedule a lesson without charge.
- Cancellations made with less than 24 hours' notice will be **charged in full**.
- Repeated short-notice cancellations may result in the loss of a regular time slot.
- This clause is in line with the **Consumer Rights Act 2015**, ensuring charges reflect reasonable business losses.

4. Missed Lessons (No-Show)

If a student fails to attend a scheduled session without prior notice, the lesson will be treated as a **no-show** and charged in full. The tutor is not obligated to extend or reschedule the session.

5. Cancellation by Tutors

If a tutor needs to cancel a session, as much notice as reasonably possible will be given. The lesson can be rescheduled at a mutually convenient time or carried forward where appropriate. Where services are not delivered, clients will not be charged, in accordance with the **Consumer Rights Act 2015**.

6. Rescheduling

Rescheduling requests made with at least 24 hours' notice will be accommodated where reasonably practicable, subject to tutor availability. Rescheduling is not guaranteed.

7. Late Arrivals

Tutors will wait up to **5 minutes** for a student to arrive without prior communication from parents/guardians. After this time, the session may be considered a no-show and charged accordingly.

8. Late Pick-ups

- Any late pick-ups must be arranged with the teacher in advance, as delays may impact subsequent sessions.
- A **late pick-up fee** (£5.00) will be applied if a child has not been collected within 5 minutes after the lesson ends.
- All reasonable efforts will be made to contact the parent/guardian prior to applying any late fees.
- If a child has not been collected within 25 minutes after the scheduled end time and no contact can be made, appropriate action may be taken in line with safeguarding responsibilities, including contacting local authorities if necessary.
- These procedures align with the provider's duty of care under UK safeguarding legislation, including the **Children Act 1989** and **Children Act 2004**.

9. Pick-up Arrangements

- In accordance with safeguarding requirements, if a child is to be collected by anyone other than a parent/guardian or named contact, **written consent must be provided in advance**.
- The collecting adult may be required to present valid government-issued photo identification.
- If a child is permitted to travel home independently, written parental consent must be provided in advance.
- Personal data will be handled in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

10. Payment Terms

- All lessons must be paid for in advance in accordance with agreed payment terms.
- Outstanding balances may result in suspension of future sessions and the application of late payment fees (starting at 10%), where such fees are reasonable and proportionate.
- The provider reserves the right to recover unpaid fees through appropriate legal means.
- This clause is subject to the fairness provisions of the **Consumer Rights Act 2015**.

11. Liability and Limitation

- The tutoring provider shall exercise reasonable care and skill in delivering services, as required under the **Consumer Rights Act 2015**.
- Nothing in this policy excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be excluded under UK law.

12. Safeguarding Statement

The tutoring provider is committed to safeguarding and promoting the welfare of all children and young people. All staff are expected to share this commitment. Appropriate safeguarding policies and procedures are in place, including safer recruitment practices, staff training, and clear reporting procedures for concerns. Any safeguarding concerns will be acted upon promptly and in accordance with UK legislation and statutory guidance, including **Keeping Children Safe in Education (KCSIE)**.

13. Agreement

By booking tutoring services, students and parents/guardians confirm that they have read, understood, and agree to abide by this Attendance and Cancellation Policy. This policy does not affect statutory rights under UK law.