

Payment Terms Policy

1. Purpose

This policy outlines the payment terms for tutoring services and forms part of the contractual agreement between the tutoring provider and the client (parent/guardian or adult student). It is designed to ensure clarity, fairness, and consistency in all financial matters.

2. Fees and Pricing

- All lesson fees, packages, and additional charges will be clearly communicated in advance.
- The tutoring provider reserves the right to review and amend fees at any time, with reasonable notice provided to clients.
- Any agreed discounts or promotional rates are time-limited and subject to specific terms.

3. Payment Schedule

- All lessons must be paid for **in advance**.
- Payments may be required on a fortnightly, monthly, half termly or termly basis, as agreed at the time of booking.
- A lesson is only confirmed once payment has been received.

4. Accepted Payment Methods

Payments may be made via bank transfer, debit/credit card, or other approved payment methods as specified by the tutoring provider. Clients are responsible for ensuring payments are made using the correct reference details.

5. Late Payments

- If payment is not received by the agreed due date, the tutoring provider reserves the right to:
 - Suspend or cancel future sessions until payment is received
 - Apply a **late payment fee** (starting at 10% of the outstanding balance), where reasonable and proportionate

6. Refunds and Credits

- Payments for lessons are generally **non-refundable**, except where:
 - Exceptional circumstances apply at the provider's discretion
- By default, payments may be credited toward future sessions rather than refunded.
- Refunds, if agreed, will be processed using the original payment method where possible.

7. Cancellations and Charges

- Charges for cancelled or missed lessons are governed by the Attendance and Cancellation Policy.
- Clients remain liable for fees where insufficient notice is given.

8. Retainers, Deposits and Block Bookings

- A retainer is required when re-registering your child for the subsequent academic year. This is calculated at 25% of your first invoice for the next academic year.
- The tutoring provider may require a **deposit** or upfront payment for block bookings.
- Deposits are non-refundable unless otherwise stated.
- Block bookings may be subject to an expiry date, which will be communicated in advance.

9. Price Changes

- Any changes to pricing will be communicated with at least **30 days notice**.
- Continued use of services after this period constitutes acceptance of the revised fees.

10. Data Protection and Confidentiality

- All payment and personal information will be handled securely and in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.
- Financial information will only be used for processing payments and managing accounts.

12. Disputes and Complaints

- Any payment disputes should be raised in writing within a reasonable timeframe.
- The tutoring provider will aim to resolve disputes promptly and fairly.

13. Agreement

By booking and paying for tutoring services, clients confirm that they have read, understood, and agree to these Payment Terms. These terms are subject to UK law and do not affect statutory rights under the **Consumer Rights Act 2015**.