



Bespoke

Tutors UK Ltd.

67 King Street, Maldon, Essex. CM9 5DX

Company registration no.: 14831085

Cancellation Policy

Date: 01 July 2023

Next review: 01 July 2024

Trial lessons

All first sessions are charged with a 50% reduction of the full rate of tuition and the Client is not obligated to continue with the service.

Following the initial session and booking of more sessions with the Tutor, the Client is required to give 2 weeks' notice should they wish to end or adapt tuition arrangements.

If, for any reason, the Client is dissatisfied with the tuition service, they are required to contact the Company Director as soon as possible where we will make every effort to adapt the arrangement between the Client and Tutor to meet the needs of the Client and Student where practicably possible.

Cancellation of Lessons by the Tutor

The Tutor may cancel lessons with 48 hours' prior notice to the Student and no pre-paid fees will be refunded. In such cases, the Tutor will reschedule the lesson.

If the Tutor cancels a lesson with less than 48 hours' notice, the Client can request a partial or full refund for that lesson if pre-paid. No charges are incurred if the Tutor cancels a lesson and rescheduling is not possible.

The Tutor is required to give one months' notice of any holiday periods and no fee will be

required if the tutor cannot rearrange the lessons around these periods of absence.

No fee will be charged for any reasons for cancellation by the Tutor outside of our immediate control including but not limited to:

- Death in service
- Bereavement
- Strike action
- Injury or Emergency

Cancellation of Lessons by the Client

The Client may cancel tuition by giving at least 48 hours prior notice to the Tutor in which case no tuition fees will be incurred. There may be an opportunity to reschedule the lesson, however, we cannot guarantee this as a possibility at short notice.

In the event that the Client cancels a lesson between 24-48 hours prior notice, a fee of 50% of the full tuition rate will be charged.

Lessons not attended by the Student without giving at least 24 hours prior notice to the Tutor shall be charged at the full rate.

If lessons are pre-paid, and the tutoring agreement assumes that the Student will attend all lessons as stipulated in the schedule, then no discount or refunds shall be given in respect of lessons not attended by the Student without giving the full notice as stated above.

Late Arrival

Fees are calculated on an hourly basis by the Tutor according to the times stipulated in the tutoring agreement. In the case that a student arrives late for lessons, no adjustment to fees shall be made for time lost.

In the case of late arrival by the Tutor, the Student shall be compensated by a lesson extension until the lost time is accounted for. This time shall be added to the lesson in question or carried over to the next lesson, as agreed in advance by both parties.

Tutors are required to contact the Client where possible for late arrival.

Extenuating Circumstances

If there are extenuating circumstances which leave no option but to cancel a lesson outside of the above notice periods,, any outstanding payments or refunds owed to the Client will be at the discretion of the Tutor.

Declaration

I hereby agree to the above terms and conditions in relation to cancellation of lessons.

Signed by Tutor _____Date_____

Signed by Client _____Date_____