

Payment & Cancellation Policy - Emerald Tutors

To ensure clarity and consistency for all parties, Emerald Tutors has outlined the following payment and cancellation policies for both clients and tutors. These policies are in place to support fair scheduling, resource planning, and a high standard of service.

1. PRICE

1.1 In consideration for the Company agreeing to provide the Courses, the Customer shall pay the Charges for the Course(s) in accordance with condition 5. Prices are liable to change at any time, but changes will not affect orders which the Company has accepted.

1.2 The Charges shall (unless otherwise stated) be exclusive of value added tax, which will be charged in addition at the applicable rate from time to time.

1.3 Where the Company performs a service which is in addition to the Course(s), those services shall be subject to an additional charge to be agreed between the Customer and the Company. Where those services are requested but the Customer and the Company have not had the opportunity to agree on the charges, such additional services shall be charged at the Company's standard rates for such services.

2. PAYMENT

2.1 Courses must be paid for in full at least 7 days before the commencement date of the relevant Course or within 30 days of the date of the Company's invoice (whichever is the earlier). Payment shall be made by BACS, UK cheque or by phone. If a Course is booked less than 7 days before the commencement date of the relevant Course, unless otherwise agreed with the Company or Customer, payment must be made in full on booking by credit or debit card by phone on placing the order.

2.2 No payment shall be deemed to have been received until the Company has received cleared funds. The Customer shall make all payments due under the Contract in full without any set-off, deduction, counterclaim or otherwise. The Company reserves the right to refuse admission to a Course if payment is not received on time.

2.3 All payments payable to the Company under the Contract shall become due immediately on its termination, despite any other provision.

2.4 If the Customer fails to pay the Company any sum due pursuant to the Contract: the Customer shall be liable to pay interest to the Company on such sum from the due date for payment at the annual rate of 5% above the base lending rate of the Bank of England, accruing on a daily basis until payment is made, whether before or after any judgment; and/or the Company reserves the right to suspend and/or cancel delivery the Course(s) without liability.

2.5 Nothing in condition 5 shall prejudice the Company's right to claim interest pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

3. Cancellation Policy for Clients

We understand that schedules can change, and we aim to be as flexible as possible while maintaining fairness for our tutors.

3.1 Individual Lessons

- A **minimum of 24 hours' notice** is required for the cancellation or rescheduling of any lesson.
- If less than 24 hours' notice is given, the **full lesson fee will be charged**.

3.2 Bulk Bookings / Ongoing Tuition

- A **minimum of 2 weeks' notice** is required to cancel bulk bookings or to terminate ongoing regular tuition arrangements.

3.3 Holiday Courses/Camp

- A **minimum of 1 month's notice** is required to cancel a place on a holiday revision course/camp.
- A **non-refundable deposit of £50** is required at the time of booking a holiday course.
- If the required notice is not given, the **full course fee will be charged**.

3.4 Failure to Adhere to Notice Periods

- Where the above notice periods are not met, **the full rate will be charged** regardless of attendance.

4. Cancellation Policy for Tutors

We value professionalism and reliability in our teaching team. The following policies ensure a smooth experience for our students and their families:

4.1 Individual Lessons

- A **minimum of 24 hours' notice** must be given to cancel or reschedule a lesson.
- If this notice is not provided, the client is entitled to have their **next lesson taught at half price**, subject to a written request submitted to **info@emeraldtutors.co.uk**

4.2 Tutor Holidays

- Tutors must give at least **2 weeks' notice** prior to taking any holiday, to allow time for a cover tutor to be arranged.

4.3 Termination of Tuition

- Tutors must provide a **minimum of 30 days' notice** when ending regular group or one-to-one tuition, allowing Emerald Tutors sufficient time to find a suitable replacement.

We thank you for your understanding and cooperation in upholding these policies, which are designed to protect the time and commitment of both our tutors and families.

If you have any questions or require clarification, please contact us at **info@emeraldtutors.co.uk**