# Terms and Conditions

We've created two versions of our terms and conditions for our customers. If you need terms that are quick to read and easy to digest, read the Summary of Terms. If you prefer to have more detail, please read the Full Terms.

All the terms and conditions outlined below, will be assumed to be accepted by you as the student/parent/guardian when you make your first confirmed booking. If any questions arise from reading this document, please do not hesitate to contact us.

These terms are subject to change, and you will be able to find the most current version of this document at http://www.thetutorsurgery.co.uk/terms.

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# Summary of Terms

## Fees

- A booking  for trial lessons or school holiday lessons is confirmed when we have received payment in full (if the first lesson is less than four weeks away), or a 50% deposit (if the first lesson is more than four weeks away).
- For regular lessons, i.e. weekly or fortnightly, fees are paid on a monthly basis. Payment is due seven days before the first of the month in which the lessons will take place.
- Lessons that are not paid for in advance will not be taught.
- See below for our current rates.

## Free lesson offer (referrals)

- When you refer a new student, you will receive a credit for one free lesson. You will receive this credit once the new student has made a confirmed booking for their trial lessons.
- The maximum credit payable for one free lesson is limited to the value of a 60 minute lesson.
- The free lesson offer is unlimited. Each new referral entitles you to one free lesson providing the full conditions are met. (See Full Terms below).

## Cancellations

- All missed lessons are charged and non-refundable. However, if a lesson needs to be rescheduled, we will always do our best to to accommodate your requirements. When less than two weeks' notice is given, it is generally very hard for a suitable alternative arrangement to be made, so please give as much notice as possible.
- All lessons during term time are compulsory.
- All lessons during the school holidays are optional. Notice is required before the due date of the invoice on which the holiday lessons appear in order to cancel the lessons without charge.

## Stopping tuition

- The minimum notice required (via email or in writing) for stopping regular tuition is four weeks.

## Current rates (excluding travel costs)

- Music lessons
    - £15 for 20 minutes
    - £21 for 30 minutes
    - £40 for 1 hour

- All academic subjects (Maths, English, Science, Verbal Reasoning, 11+ Preparation, etc.)
    - £36 per hour for Primary and KS3 (years 1-9, excluding year 9 students studying GCSE material)
    - £40 per hour for GCSE (regardless of school year and age)
    - £46 per hour for A Level (regardless of school year and age)

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# Full Terms

## Fees

a. Trial lessons and school holiday lessons
    i. A booking is confirmed when we have received payment in full (if the first lesson is less than four weeks away), or a 50% deposit (if the first lesson is more than four weeks away).
    ii. By default, we will send an invoice for 100% of the fees. If the first lesson is more than four weeks away, you may request by email an amended invoice for 50% of the fees.
    iii. If you have paid a 50% deposit, the remaining 50% will be due seven days before the date of the first lesson.
    iv. Until a booking is confirmed, the proposed lesson times remain available for others to book.
b. Regular lessons
    i. Regular lessons take place on a weekly (including twice-weekly, thrice-weekly, etc) or fortnightly basis. We are unable to accommodate any other patterns of regular lessons.
    ii. Fees are paid on a monthly basis. Invoices are sent approximately fourteen days before the first of the month in which the lessons will take place, and payment is due seven days before the same first of the month.
    iii. If fees due are more than three days late, the next lesson of the regular slot will become immediately available for others to book. We also reserve the right to charge an administration fee of £10 for late payment.
    iv. Lessons that are not paid for in advance will not be taught.
    v. See below for current rates.

## Free lesson offer (referrals)

a. New student referrals will entitle you to a free lesson under the following conditions:
    i. The new student make a confirmed booking of at least three trial lessons, paid in full, before the free lesson offer becomes valid.
    ii. The new student and/or their parent/guardian must state your name as the referrer at the time of booking trial lessons.
    iii. The free lesson will be issued as a credit on the next invoice you receive.
    iv. The value of the free lesson you receive cannot exceed the value of one 60-minute lesson. For example, if your weekly lessons are two hours long, the credit you receive will be to the value of one hour, not two hours.
b. The free lesson offer is unlimited. Each new referral entitles you to one free lesson providing the above conditions are met.

## Cancellations

a. All missed lessons are charged and non-refundable.
b. All lessons during term time are compulsory.
c. All lessons during the school holidays are optional. Notice is required before the due date of the invoice on which the holiday lessons appear in order to cancel the lessons without charge. Once the due date on this invoice has passed, all lessons will be treated in the same way as term time lessons for the purposes of cancellations and rescheduling.
d. If a lesson needs to be rescheduled, we will always do our best to accommodate your requirements under the following guidelines:
    i. If it is known in advance that a scheduled lesson cannot be attended, please call or email your tutor to give as much notice as possible. The more notice that is given, the more likely it is that a lesson can be successfully rescheduled.
    ii. The minimum notice required for rescheduling lessons is two weeks.
    iii. Any requests for rescheduling made within two weeks of a lesson due to exceptional circumstances will be handled purely at the discretion of the tutor.
    iv. There is no guarantee that a lesson can be rescheduled, and in the event that it is not possible, the lesson fee will not be refunded, nor carried forward to a subsequent week. However, please be assured that we always do our best to

reschedule lessons within the constraints of tutor timetables and other students' availability.

e. From time to time, there will be unavoidable occasions when a tutor will need to reschedule lessons. We will always give as much notice as possible of these rearrangements. In the unlikely event that we are unable to find a suitable alternative slot, or if we have to cancel the lesson outright (again, unlikely), the credit for the cancelled lesson will be applied to your next invoice.

## Stopping tuition

a. The minimum notice period required for stopping regular tuition is four weeks.
b. The notice should be given in writing or via email. (Verbal notification will not be accepted).
c. Where a GCSE or A Level student is working towards final exams in the summer exam period, it will be assumed that no lessons are required after the date of the last exam, and no notice is required.

## Current rates (excluding travel costs)

a. All fees correct at time of download, subject to change with at least four weeks notice.
b. Music lessons
    i. £15 for 20 minutes
    ii. £21 for 30 minutes
    iii. £40 for 1 hour
c. All academic subjects (Maths, English, Science, Verbal Reasoning, 11+ Preparation, etc.)
    i. £36 per hour for Primary and KS3 (years 1-9, excluding year 9 students studying GCSE material)
    ii. £40 per hour for GCSE (regardless of school year and age)
    iii. £46 per hour for A Level (regardless of school year and age)