

Bedford Tutor Visiting Students General Terms & Conditions: Updated 17/05/18

1) **All sessions at Bedford Tutor must be paid for in advance with a block of 5 lessons. The business is very busy and requires each student to have their own allotted time each week.**

a) If a tutor has to cancel a session and you have paid, this will be carried over to the next week and you will not be charged for the missed session.

b) **If you miss a session during the state school term you will not be charged unless you give less than one hour's notice of cancellation.** If lessons are frequently missed, for reasons other than illness, tuition will be ceased.

2) State School holiday sessions must be arranged - and paid for - separately as the timetable is not followed during holiday periods. There is no charge for missed holiday sessions so long as an hour's notice is given of cancellation.

3) Most sessions are 45 minutes in length (please ask to discuss this with Helena and/or Annabel).

4) Payment can be made by bank transfer, by Paypal, or as cash. Bedford Tutor's Paypal address is: amusement@hotmail.com - please pay as GIFT.

5) If you decide to completely cease tuition, **refunds will not be given under any circumstance** due to Bedford Tutor having to keep a specific slot for you. The business is very busy and Bedford Tutor deals with a large number of enquiries on a weekly basis. Your payment holds a specific day and time each week and we cannot give refunds if you need to change this day or time after paying a block of sessions. If you would like to change the day or time of your session, we will keep you on a waiting list and notify you when a suitable alternative becomes available.

6) **If you/your child has a medical condition you must inform Helena or Annabel.** Bedford Tutor relies on parents/ students to inform tutors of any medical conditions that may affect learning. **If your child is under 16 and has a medical condition you must remain in the building or car park for the duration of their lesson.**

7) **For emergency purposes parents/guardians of under 16s must provide a mobile phone number and keep their phone switched on for the duration of their child's lesson.**

8) **Bedford Tutor maintains the policy that no student attends a session if they are suffering from any contagious illness. Students who arrive unwell will not be tutored (the lesson fee will still be charged) due to strict measures to prevent the spread of illness and infection.** Cancelled sessions are not charged unless you give less than one hour's notice of cancellation, or no notice.

9) From September 5th 2016 **All children under 16 years of age must be accompanied across the road by a responsible parent/guardian over the age of 18.** Helena or Annabel will meet your child/children at the door to The Swallow Room (or gate outside if they have siblings in the car) and they must be picked up from here at the end of their lesson. **No children will be allowed out of the building perimeter without their parent/guardian unless under emergency conditions.**

10) Copies of all important policies can be found on www.bedfordtutor.co.uk under 'Customer Information' and are also available to view at anytime in The Swallow Room.

Delete as appropriate

OFF-PEAK TERMS & CONDITIONS

I understand these terms and acknowledge that I maintain full responsibility / I maintain full responsibility for my child/children when on the car park, when crossing the road, and before I / they enter the building.

I have read the Swallow Room & Dove Garden **Risk Assessments** and am confident that Bedford Tutor has done, and will continue to do, all it can to minimise any risks to students when they are being tutored.

I have also read the **Ceasing Tuition Policy & GDPR Customer Privacy Policy**. I am aware hard copies of all documents are in the Swallow Room and can be viewed at any time.

Full name of student/s _____

Full name of parent/guardian (if under 18) _____

Signature of student, or parent/guardian (if under 18) _____

Date _____