

Ceasing Tuition Policy – Bedford Tutor



We understand that a customer's situation can change quickly and, therefore, try to be as fair as possible regarding ceasing tuition. However, in order to ensure our business continues to operate in a viable way, this policy has been clarified to ensure it is fully-understood by all customers.

We deal with a number of enquiries every week and often turn away clients who could have gained a space if we'd had better notice of a student leaving. Therefore, in order to keep the business running effectively, we have brought these rules into effect.

- 1) We kindly ask that a minimum of a block's notice (five lessons) is given if you decide to completely cease tuition. Once you have given notice of leaving, we will offer your position to a customer on our waiting list or advertise online, so we cannot guarantee five weeks of tuition. However, if a new student joins during this time and takes your tuition slot, we will refund any outstanding lessons.
- 2) If notice of three lessons or less is given*, we cannot guarantee these final sessions will be offered. In order to keep the business running effectively, your position will be offered to a customer on our waiting list or advertised online. No refunds will be offered if notice of three lessons or less is given. This includes retainer payments.

*Three future lessons (for each slot) remaining at the time when notice was given. If you give notice on the day of your lesson, this session will not be counted in your notice period.

- 3) Notice of ceasing tuition **must be given in writing** via text message to 07490 152571. Please do not tell us this decision at your lesson.
- 4) If we feel we can no longer assist a student for whatever reason, we may have to exercise our right to terminate tuition immediately without expanding on the reason why the decision was made. A refund of any outstanding fees would be offered if we made the decision to cease tuition.