



If you have any queries about these terms, please contact us at info@buckhursthilltutor.co.uk.

1) Lessons and Bookings

- a. Lessons will occur at the same times each week during term time. Term dates will follow those of the EFSPT (Epping Forest Schools Partnership Trust - <https://www.efspt.org/>). You can view term dates at local school websites such as Buckhurst Hill Community Primary School (<https://www.buckhursthillprimary.co.uk/>).
- b. Bookings are made half termly and will roll from term to term unless we have agreed to discontinue in advance – 2 weeks before the start of a new term.
- c. Trials – if it is possible, we are happy to arrange a one-off session. This will be charged in advance at our normal rates but does not require a deposit. The advantage of this is that there is no commitment from you and will give all of us a chance to see if we are a ‘good fit’ for each other. Depending on the lessons, we may also send an assessment to complete in advance of a session.
- d. Lesson Types and Duration – you can see the lessons on offer at buckhursthilltutor.co.uk. Lessons are personalised to your child to meet their needs and the session time can cover multiple subjects. We do not offer tuition for entrance exams (eg 11+) and prioritise children who attend state schools.
- e. Resources – I will provide resources. For phonics lessons, there are some resources I would recommend to practice outside the session times.
- f. Feedback – we aim to give some feedback to parents and carers at the end of each session, within the scheduled time.
- g. When making a booking we will require your email and phone number.
- h. Lessons are normally on a one-to-one basis. Please enquire if you would like to arrange group tuition (maximum of 3 children).

2) Safeguarding and Credentials

I will share with you my DBS on our first session. This is a criminal record check and is a requirement for working with children. I can also share with you my educational certificates.

3) Payments

- a. Deposit – a £50 deposit is required to secure a booking. This will be discounted from the first termly invoice.
- b. Invoices will be sent 3 weeks before a new term is to commence. The invoice will cover all sessions in the next half term and is payable 2 weeks before the term begins. Payable via BACs – please see invoice for details.
- c. Lessons not paid for within this time limit will mean the sessions will be offered to other children.
- d. Should lessons be cancelled mid-way through a term, no refunds can be offered.
- e. Current fees are available on the website buckhursthilltutor.co.uk. Any price changes to current students will be given at least 3 months in advance.
- f. Discounts are not offered.

4) Cancellations and Lateness

- a. In the unlikely event that we need to cancel a session we will try to rearrange it. If this is not convenient, we will offer credit towards the next invoice. If tuition is not to continue into the next term, then we will refund you.
- b. If you need to cancel a session, then we will try to arrange an alternative time within 7 days of the scheduled session. The more notice that is given, the more likely this can be done. If this is not possible, then refunds or credit are not offered.
- c. Lateness cannot be made up by extending a session. It will be assumed the lesson is cancelled if lateness is 15 minutes or more.

5) Location

- a. Face to Face:
 - o Ideally face to face sessions will occur at my home in Buckhurst Hill. I have all my resources here. For safeguarding reasons, the sessions will happen in our front room visible to the street. Parents/carers are welcome to stay and have a cup of tea or join in with the sessions. This is particularly encouraged for our phonics sessions but please let your child be as independent as possible. Plenty of free street parking is available – IG9 6AF.
 - o For sessions at your home, an additional fee may be charged (normally £5). I would ask for a tidy space to work in clear of any distractions in a family area (no bedrooms). An adult will need to be present for the duration of the session.
- b. Online:
 - o Online sessions are conducted using zoom. You will therefore need a zoom account.

6) Availability

- a. If there is no current availability, then we will place you on a waiting list:
- b. Priority is given to children in the following order:



- Children from state schools; One-to-one tuition; Group Tuition; Tuition preference at my home; Tuition online; Tuition at your home.

7) Termination

Either you or I can terminate sessions up to 3 weeks before the next half term begins.

8) Complaints

If you are not happy with the service, then please get in touch with me – tuition should feel beneficial to the children.