

TERMS AND CONDITIONS

1. There is a minimum 1 hour charge. We charge hourly, with no possibility of a half hour rate. For example: a 1hr and 30mins weekday lesson is charged at £80.

2. All pay as you go lessons must be paid for no later than 2hrs before they are due to commence.

3. To book and take advantage of the discounted 10 hours packages, the client has to book a minimum of one package, which has to be **paid in advance** and no later than 2hrs before tuition is due to commence. Students are advised to consider carefully their circumstances and personal commitments before enrolment as no cancellation or refund will be possible once tuition commences.

A refund is possible only if a written cancellation note is received before the agreed start date. The following charges apply:

£20 if cancellation note is received 15 days before the tuition commences

£30 if it is received between 15 days and the day before the tuition commences.

4. The client has to specify in advance the location of the tuition and whether it will take place on a weekday or during the weekend. In the event the tuition takes place at a different location or day (i.e. from weekday to weekend) the client will be charged the excess fee. No refunds will be made if switching from a weekend plan to a weekday plan.

5. The client can use the 10 hours in any way he/she wishes (e.g. 1 hour once a week, 2 hours every fortnight, 2 hours for 5 consecutive days etc) but he/she has to complete the 10 hours prepaid block within four months from the start day of tuition. Once the schedule is agreed in the initial meeting it cannot be changed unless there is mutual agreement between the client and the tutor.

CANCELLATION POLICY:

A student may cancel a lesson without charge, as long as they give 24hrs notice. If they cancel within 24hrs, it is chargeable in full. If a student fails to attend their lesson, it is considered cancelled after 20 minutes of waiting and is chargeable in full.