



Terms and Conditions

June 2025

Payment, cancellations and timekeeping

Payment is by bank transfer *before* the lesson takes place or *on the day*. Payment by cash is welcomed for all face-to-face lesson on the day.

We ask for a *weekly commitment to lessons for each half term* one week before lessons begin. By booking a regular, guaranteed term time lesson you agree to attend and to pay for all available sessions that you have arranged. If there is a date you cannot make, please let Hilary know (admin@forest-1st-tutoring.co.uk) before the half term starts and pay for the lessons that you will attend accordingly.

If you cancel within 24 hours of the lesson, full payment for the lesson will be due. If you cancel within 5 days before the session, half payment will be due. Please let Hilary know if your child cannot attend a lesson or text your child's teacher if the lesson is imminent. Lessons cancelled by our team will be re-scheduled at a mutually convenient time or will be refunded if applicable. Holiday tuition can be arranged to support your child and this can be booked through an online calendar on our website.

If a group reduces in number and only one child remains, the lesson will no longer be considered a group session. In this case, the remaining child will be charged at the individual tuition rate. Parents will be given a minimum of two weeks' notice before this change takes effect, to allow time to decide whether they wish to continue with individual tuition or explore alternative arrangements.

If a student arrives late to a lesson, we cannot guarantee the full timeslot as teachers may have lessons immediately after or other commitments. However, we will endeavour to give your child the maximum amount of time possible.

We reserve the right to cancel tuition in the event of frequent cancellations or late payment.

Illness

If your child is ill for any reason, please cancel the lesson. If someone in your home has COVID or COVID type symptoms, we ask that you cancel the lesson. If you know your child has a temperature or a new/contagious cough, please also cancel the lesson. We work with a lot of children and we do not want to pass germs between homes and schools. If your child arrives poorly to a session, we will contact you to collect them.

We have the same sickness policy as schools. If your child has sickness or diarrhoea, please ensure that they do not attend classes until *48 hours* after the symptoms have passed. We will run catch up sessions during the term and holiday time if your child has been poorly and if lessons need to be made up. If this is not possible, we will give you a full refund.

Lesson preparations and marking

Our fees include our lesson planning, preparation and teaching time. Lessons are tailored to individual students within the group and planned carefully, supporting the learning journey for your child. Marking and assessment outside of lesson times (e.g. full feedback on a writing task) and report writing will be charged at £60/hour. This does not include 11+ mock test reports, where the fee is inclusive of the report.

Group size

We aim to teach children in small groups wherever possible, as we believe this supports both learning and confidence. Exceptions are made for children with SEND, where individual tuition may be more appropriate. In home-based settings, group sizes will not exceed five children. When five children are present, we will arrange for a teaching assistant to support the session where possible. In settings outside the home (e.g. village halls), we maintain a minimum adult-to-child ratio of 1:5.

Parents can be assured that we will never compromise on the quality of teaching and learning. Every child's educational experience and their progress remains our top priority, regardless of group size or location.

Pricing

This will be updated on the website and if there are any changes, parents will be given a minimum of 2 months' notice.

Parking

If there is a space on Nicola's driveway (the central 2 spaces) feel free to park there for the duration of your child's lesson. Please do not park in front of others' drives or property and take care when pulling out onto the road as it can be very busy at times.

Food and Drink

Please send your child to each lesson with their book/folder and a filled water bottle. I will provide a snack if they'd like one so please inform me of any allergies that your child has.

Thankyou for your continued support.