

South Rose Tutoring

Terms & Conditions

1. Services

I provide private tutoring sessions as a sole trader. Sessions are typically 1½ – 2 hours long and conducted in person.

2. Pricing & Payment

- My current rates will be confirmed via email before your first booking.
- Payment is required on the day of the session via bank transfer.
- As a small VAT-exempt provider, no VAT is charged on my services.

3. Cancellations & Rescheduling

- **Notice:** I kindly request at least 24 hours' notice for any cancellations or rescheduling to help me manage my diary.
- **Flexibility:** I understand that emergencies happen; I do not currently charge a fee for late cancellations, but I reserve the right to review this for repeated occurrences.
- **Tutor Cancellation:** If I need to cancel a session, I will give as much notice as possible and offer a full refund or a rescheduled slot.

4. Refunds

- Once a tutoring session has been delivered, no refunds are issued.
- By booking a session to take place within 14 days of the booking date, you agree that the service begins immediately and you waive the statutory 14-day cooling-off period for that specific session.

5. Safeguarding

I hold a current DBS certificate. Parents/guardians are responsible for ensuring a suitable environment for online sessions if offered in the future.

6. Liability

While I strive to help every student succeed, I cannot guarantee specific exam results or grades.