



SOLENT LEARNING PARTNERSHIP

Calm support for every learner

Terms & Conditions

Version: 1.0

Effective Date: August 2026

Booking and Payment

- Invoices will normally be issued before each tutoring session.
- Payment is due before the scheduled lesson unless otherwise agreed.
- Sessions may be postponed until payment has been received.

Cancellation by Parents/Carers

- A minimum of 24 hours' notice should be given when cancelling a session.
- Sessions cancelled with more than 24 hours' notice may be rearranged, subject to availability.
- Sessions cancelled with less than 24 hours' notice may be charged in full.
- Illness, family emergencies and other exceptional circumstances will always be considered.

Cancellation by the Tutor

- If I need to cancel a session due to illness, family emergency, severe weather or unforeseen circumstances, as much notice as possible will be given.
- Cancelled sessions will be rearranged at a mutually convenient time or a refund/credit will be provided.

Lateness

- If a student arrives late, the session will normally end at the agreed time.
- If I am late, the session will be extended where possible or alternative arrangements will be made.

Parent Responsibilities

Parents and carers are responsible for:

- Providing accurate contact information
- Informing me of relevant medical, educational or safeguarding information
- Ensuring the learner is ready to participate in the session

Home Tuition

- A responsible adult must remain on the premises during home-based tuition.
- Tuition should take place in a suitable learning environment with minimal distractions.



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Online Tuition

- Online sessions should take place in an appropriate learning environment.
- Sessions may only be recorded with the agreement of all parties involved.

Safeguarding and Privacy

Tuition is delivered in accordance with the Solent Learning Partnership:

- Privacy Notice
- Safeguarding & Child Protection Policy

Parents and carers confirm they have read or have access to these documents.

Ending Tuition

Either party may end tuition at any time by giving notice before the next scheduled lesson. Any prepaid sessions that have not been delivered will be refunded.