First Class Education
1:1 Tution

Terms & Conditions

These Terms & Conditions help tuition run smoothly, fairly and consistently for all families. Please read them before booking 1:1 tuition with First Class Education.

1. Fees and Payment

Tuition fees will be confirmed before your child's place is secured.

Payment must be made in cash on the day or by bank transfer no later than **24 hours after the session has finished**.

Any proposed fee changes will be communicated in advance, allowing parents/carers at least the required two-week notice period to decide whether to continue before the new fees apply.

2. Late or Missed Payments

Please contact First Class Education promptly if you have difficulty making a payment.

Where fees remain outstanding, future sessions may be suspended following notification to the parent/carer.

Interest may be charged on overdue balances at an annual rate of 2 percentage points above the Bank of England base rate, calculated daily from the payment due date until payment is received.

3. Regular Tuition Places

A regular weekly slot is reserved specifically for your child. Fees secure that agreed place, subject to the cancellation and notice arrangements below.

4. Cancellations and Missed Sessions

Please provide as much notice as possible if your child cannot attend.

Sessions cancelled with at least **24 hours' notice** may be rearranged to a mutually convenient time, subject to tutor availability. Rearrangement cannot be guaranteed; unless otherwise agreed, the original session remains payable if no alternative can be arranged.

Sessions cancelled with less than 24 hours' notice, or missed without notice, will normally be charged in full.

Cancellation charges will not exceed the loss reasonably incurred. Any savings or income received from filling the cancelled slot will be taken into account.

5. Ending Regular Tuition

Parents/carers must give **at least two weeks' written notice** to give up a regular tuition place. Notice should be sent using First Class Education's usual email or messaging contact.

The notice period begins when notice is received. Scheduled sessions during that period remain payable, whether or not your child attends, subject to the cancellation-charge provisions above.

6. Tutor Cancellations

If First Class Education cancels a session, parents/carers will be offered a rearranged session, a credit or a refund. Parents/carers may choose a refund if an alternative is unsuitable.

7. Illness, Attendance and Collection

Children who are significantly unwell should not attend in person. Please notify First Class Education as soon as possible. An online alternative may be offered where practical but cannot be guaranteed.

Pupils should arrive on time and be collected promptly. Sessions cannot normally be extended for late arrival.

Parents/carers are responsible for their child before the agreed start time and must arrange prompt collection at the agreed finish time.

Holiday arrangements will be communicated in advance. Please do not assume that sessions automatically continue or stop during school holidays.

8. Behaviour and Ending Tuition by First Class Education

Pupils are expected to treat tutors, other pupils and property respectfully. Repeated difficulties affecting teaching will be discussed with parents/carers.

First Class Education may end tuition for serious or persistent disruptive behaviour, persistent non-payment, or where tuition can no longer reasonably be provided. Reasonable written notice will be given where possible. Immediate suspension or termination may be necessary where there is a serious safety or safeguarding concern.

Any advance payment for sessions First Class Education will not provide will be refunded.

9. Safeguarding, Additional Needs and Medical Information

Pupil safety and wellbeing are a priority. First Class Education follows safeguarding procedures and acts on concerns in accordance with its safeguarding responsibilities.

Parents/carers must provide accurate emergency contact details and relevant information about additional educational needs, allergies, medical conditions or other circumstances affecting tuition or safety.

This information will be treated sensitively and used to support the pupil appropriately.

10. Learning, Resources and Belongings

Tuition supports learning, confidence and progress, but particular examination results, grades, 11+ outcomes or school admissions cannot be guaranteed.

Feedback will be provided, and pupils may receive activities to complete between sessions.

Resources are for the pupil's personal educational use and must not be reproduced or distributed commercially without permission.

Please avoid bringing unnecessary valuables. Pupils should take care of their belongings; this does not exclude First Class Education's responsibility where loss or damage is caused by its negligence.

11. Privacy and Changes to These Terms

Personal information will be collected and used as necessary to administer and provide tuition, stored securely, and handled in accordance with applicable data-protection requirements and First Class Education's privacy notice.

Significant proposed changes to these terms will be communicated in advance, allowing parents/carers at least the required notice period to decide whether to continue.

12. Acceptance and Consumer Rights

By signing terms and conditions and booking sessions after receiving these terms, parents/carers agree to them.

Nothing in these terms affects your statutory consumer rights, including any applicable cancellation rights for bookings made online, by telephone or away from business premises.

First Class Education
Qualified Teacher • Enhanced DBS • Fully Insured • Experienced Tuition • Detailed Session Feedback