# First Class Education
## 11+ Classroom Based Tuition

### Terms & Conditions

These Terms & Conditions help tuition run smoothly, fairly and consistently for all families. Please read them before booking 11+ classroom-based tuition with First Class Education.

**1. Fees and Payment**

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

Fees are payable **in advance for each half-term**, in full by the payment deadline stated on the invoice and no later than the first session of that half-term.

Payment covers your child's reserved place for all scheduled sessions within that half-term, rather than individual attendance.

Any proposed fee changes will be communicated before the deadline for giving notice to leave, allowing parents/carers 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, attendance 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. Ongoing Classroom Places**

Classroom places are limited and reserved specifically for each pupil.

Your child's place continues from one school term to the next unless notice is received in accordance with section 5, or an agreed course end date has been reached.

**4. Absences and Missed Sessions**

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

Missed sessions cannot be rearranged, transferred, refunded or carried over, as the class continues and your child's place remains reserved.

Where appropriate, resources from a missed session may be provided.

**5. Ending Classroom-Based Tuition**

Parents/carers wishing to give up their child's place for the following school term must provide **written notice received before the end of the preceding school half-term**.

The exact notice deadline will be communicated in advance alongside the teaching dates. Notice should be sent using First Class Education's usual email or messaging contact.

For example, if your child will not continue in the spring term, written notice must be received by the notified deadline before the autumn term ends.

If notice is received after the deadline, fees for the following term may remain payable, collected in half-termly instalments.

**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. Please notify First Class Education as soon as possible.

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

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

Teaching dates and school-holiday arrangements will be communicated in advance. Only scheduled teaching sessions are included in the half-term fee.

**8. Behaviour and Ending Tuition by First Class Education**

Pupils are expected to treat tutors, other pupils, the venue and its property respectfully. Behaviour that repeatedly disrupts learning 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 preparation for the 11+. Particular examination scores, a pass in the 11+, or admission to a particular school 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 affecting the following term will be communicated before the deadline for giving notice to leave, allowing parents/carers to decide whether to continue.

**12. Acceptance and Consumer Rights**

By booking tuition after receiving these terms and signing the acknowledgement, 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