



Tutoring Payment Terms and Cancellation Policy

Cancellations

At North Tuition, we achieve the most impact and progress in our tutoring programmes through regular lessons and a consistent structure. This allows pupils to develop confidence in their learning and recognise success. We are, however, aware that life is busy and unpredictable and on occasion, it may be necessary to cancel a session. Should this be necessary, we ask that:

- Where possible, a 7-day notice period should be given. We reserve the right to request payment for any sessions cancelled after this time.
- If a tutor needs to rearrange a session, the agency encourages a minimum 7-day notice period, unless there is an emergency or sudden illness.
- If more than 2 cancellations take place within a calendar month at the request of either client or tutor, North Tuition may be asked to review the arrangement to ensure it is conducive for pupil progress. An outcome of this may include the cancellation of the booking.

Should you wish to discontinue a programme of support at any time, we request a minimum of 6-weeks written notice and reserve the right to charge for any sessions cancelled within this timeframe.

School Holidays

There is no obligation for families to continue with sessions during the school holidays, and the agency cannot guarantee that your usual tutor will be available during these periods.

North Tuition will be in contact prior to each holiday to confirm preferences and availability. The usual 7-days' notice policy will apply for any cancellations.

Payment via Tutor Cruncher

An individual 1-hour lesson:

£44 - Reception – Year 9

£46 - GCSE (Years 10-11)

£57 - A-Level or equivalent (Years 12-13)

£49 - 11+ Preparation

** All sessions are inclusive of VAT*

*** All session fees are inclusive of a 25% agency introduction fee.*



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- Once a session has been marked completed by the tutor, an invoice will be sent via Tutor Cruncher.
- Invoices can be paid by credit/debit card, direct debit or bank transfer. The automated email will direct you to all of the necessary payment details.
- If paying by card, you will be prompted to enter your card details, which Tutor Cruncher will save to your account for future payments. **Please note, once your card details are saved, you will be automatically charged within 2 days of receiving any future invoices.** If you would prefer to make a manual card payment each week, please let us know so that we can over-ride this setting.
- All invoices should be paid within 48hrs of receipt to avoid any interruption to the tuition programme.

If you would prefer to explore an alternative payment method, please let us know and we will liaise with your tutor to see if this can be arranged.

Signed: _____ (Parent/Carer)

Date: _____