

Bury Tuition Centre – Terms & Conditions

At Bury Tuition Centre, we provide high-quality, structured tuition in a safe, supportive, and professional environment.

We believe every student succeeds when there is a strong partnership between the Centre, the Student, and Parents/Guardians. These Terms & Conditions set out how we work together to support your child's progress.

By enrolling your child, you agree to the following:

1. Attendance

Regular attendance is essential for progress.

- Students should arrive 5 minutes before their lesson, ready to learn
- Students are expected to attend the full lesson duration of 1 hour and 20 minutes
- If your child cannot attend, you must inform us in advance
- Repeated absence or non-attendance may result in a review of your child's place

2. Lesson Duration

- All lessons at Bury Tuition Centre are delivered in structured sessions of 1 hour and 20 minutes (80 minutes)
- Fees are based on the full session duration, not partial attendance
- Late arrival or early departure does not reduce the lesson fee

3. Behaviour & Expectations

We expect all students to behave in a respectful and positive manner.

Students must:

- Respect staff, other students, and the learning environment
- Follow instructions and engage fully in lessons
- Bring the correct equipment and complete homework

We operate a zero-tolerance approach to:

- Bullying
- Disruptive behaviour

- Inappropriate language

Where behaviour falls below expectations, we will work with parents to support improvement. Serious or ongoing issues may result in removal from the Centre.

4. Communication

We use **TutorBird** as our main communication platform.

- Parents must check the Parent Portal regularly for updates, invoices, and reports
- We may also contact you via email, WhatsApp or SMS
- You must keep your contact details up to date

We will contact you if:

- There are concerns about progress or behaviour
 - Payments fall behind
 - We need to discuss your child's development
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5. Parent/Guardian Responsibilities

As a parent/guardian, you agree to:

- Ensure your child attends regularly and arrives on time
- Support homework and learning at home
- Inform us of any absences or changes to circumstances
- Provide accurate emergency contact details
- Ensure safe drop-off and prompt collection
- Confirm authorised persons for collection
- Attend meetings when requested

You must also:

- Inform us of any medical conditions, allergies, or additional needs
 - Notify us of any safeguarding concerns or changes at home
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6. Safeguarding

Safeguarding is our highest priority.

- All staff are DBS-checked

- We follow clear safeguarding procedures
- Policies are available upon request

In an emergency, we may seek medical assistance for your child if we are unable to contact you.

7. Fees & Payments

- Lessons are charged per session (1 hour 20 minutes)
- Payment is required for:
 - All attended lessons
 - Any lesson not cancelled with at least 24 hours' notice

Payment Options

We offer a range of flexible payment options to support families:

- Monthly in advance (recommended)
- Weekly in advance
- Pay-as-you-go via secure payment link
- Debit and credit card payments
- Direct Debit / recurring payments
- Cash payments
- Childcare Vouchers (where applicable)
- Tax-Free Childcare payments (HMRC scheme)

Parents using Universal Credit childcare support may be able to claim back tuition costs where eligible. Please check directly with your provider for further guidance.

Late or missed payments may result in suspension of lessons.

8. Cancellations, Absences & Withdrawal

Missed Lessons & Catch-Up Sessions

- If your child is unable to attend a scheduled lesson, you must inform Bury Tuition Centre in advance
- Where possible, a catch-up session will be offered
- Catch-up sessions are subject to tutor and timetable availability and cannot be guaranteed

- Catch-up sessions must be booked and completed within 2 weeks of the missed lesson
- If not taken within this time, the lesson will be forfeited

Late Cancellation & Non-Attendance

- A minimum of 24 hours' notice is required to cancel a lesson
- Where less than 24 hours' notice is given, or in the event of non-attendance, the full lesson fee will be charged

Withdrawal from the Centre

- A minimum of two weeks' written notice is required to withdraw your child
 - Lessons will continue to be charged during the notice period, whether attended or not
 - Any outstanding fees must be cleared before the student's place is formally released
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9. Exams & Deadlines

Parents/guardians are responsible for:

- Monitoring exam deadlines such as 11 Plus entry exam dates
- Completing school applications on time

While Bury Tuition Centre may provide guidance, we cannot accept responsibility for missed deadlines.

10. Credit & Refunds

- Overpayments will be held as **account credit**
 - Credit must be used within **6 months**
 - Credit may be transferred to a sibling
 - We do not offer refunds
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11. Ending Tuition

- You may withdraw your child once all outstanding fees are cleared
- We may end tuition immediately in cases of:
 - Non-payment
 - Serious misconduct
 - Breach of these terms

12. Data Protection

We securely store your information and use it only for:

- Tuition delivery
- Safeguarding
- Billing

We comply with **UK GDPR**.

13. Agreement

By enrolling your child at Bury Tuition Centre, you confirm that:

- You have read and understood these Terms & Conditions
 - You agree to support the Centre's expectations
 - Your child will follow the Centre's rules
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Policy Information

- **Policy Owner:** Nazia Younis (Director)
- **Policy Reviewed:** April 2026
- **Next Review Due:** April 2027
- **Version:** 1.0