

TERMS & CONDITIONS

Bury Tuition Centre

Part of North West Education Hub Ltd

At Bury Tuition Centre, we provide high-quality, structured tuition in a safe, supportive and professional environment. We believe students make the strongest progress when the Centre, the student and their parent/guardian work in partnership. These Terms & Conditions explain the arrangements that apply when a student enrolls with Bury Tuition Centre.

By submitting an enrolment form and accepting these Terms & Conditions, the parent/guardian (or an adult learner enrolling themselves) agrees to the following.

1. Attendance & Punctuality

Regular attendance and punctuality are important for continuity and progress.

- Students should arrive approximately 5 minutes before their scheduled lesson and be ready to learn.
- Students are expected to attend the full scheduled lesson.
- If a student is unable to attend, the Centre must be notified as soon as possible and in accordance with the cancellation requirements in section 8.
- Repeated absence, persistent lateness or non-attendance may result in a review of the student's place at the Centre.

2. Lesson Duration & Late Arrival

- Standard tuition sessions are 1 hour and 20 minutes (80 minutes), unless a different session length has been agreed with the Centre.
- Fees are charged for the student's reserved lesson slot.
- If a student arrives late, the lesson will still finish at the scheduled time. The lesson cannot be extended because another student or class may be scheduled immediately afterwards.
- Late arrival or early departure does not reduce the lesson fee.

3. Behaviour & Expectations

We expect students to behave respectfully and positively and to contribute to a safe learning environment.

- Respect staff, other students and the learning environment.
- Follow reasonable instructions and engage appropriately in lessons.
- Bring any equipment or materials requested and complete agreed homework or independent work.

Bury Tuition Centre does not accept bullying, threatening or discriminatory behaviour, serious disruption, abusive or inappropriate language, or behaviour that places another person at risk.

Where concerns arise, we will normally work with the student and parent/guardian to support improvement. Serious or persistent concerns may result in suspension or termination of tuition.

4. Communication

Communication will normally take place directly with parents/guardians or adult learners using the contact details supplied at enrolment.

- We may contact you by email, telephone, SMS or WhatsApp where appropriate.
- Parents/guardians must ensure that their email address, telephone number, emergency contact information and other important details remain current.
- We may contact you regarding progress, attendance, behaviour, payments, safeguarding, timetable changes or other matters relating to tuition.

5. Parent / Guardian Responsibilities

Parents/guardians agree to:

- Ensure the student attends regularly and arrives on time.
- Support the student's learning and any agreed homework or independent study.
- Notify the Centre promptly of absences and relevant changes in circumstances.
- Keep emergency contact, medical, allergy and additional-needs information accurate and up to date.
- Ensure safe drop-off and prompt collection where the student is being collected.
- Tell the Centre who is authorised to collect the student and notify us of any changes.
- Engage with the Centre where a meeting or discussion is reasonably required regarding the student's tuition, welfare, progress or behaviour.

6. Safeguarding, Welfare & Emergency Treatment

Safeguarding and student welfare are central to our provision. Bury Tuition Centre maintains safeguarding procedures and relevant policies for staff, students and families.

Parents/guardians must tell us about information that may reasonably affect a student's safety or wellbeing, including relevant medical conditions, allergies, additional needs or collection restrictions.

Where urgent medical attention is required, the Centre may provide appropriate first aid and/or contact the emergency services. We will make reasonable efforts to contact the parent/guardian or emergency contact as soon as possible.

7. Fees & Payments

Current tuition fees are communicated separately by Bury Tuition Centre and may vary according to the tuition programme, subject, level, format or other agreed arrangements. The fee confirmed for the student's tuition will apply until the Centre notifies you of a change.

- Lessons are charged according to the student's agreed session and tuition arrangement.
- Payment is required for attended lessons and for late cancellations or non-attendance as set out in section 8.
- Payment must be made by the due date communicated by the Centre.
- Accepted payment methods will be communicated by the Centre and may change from time to time.
- Late or missed payments may result in lessons being suspended until the account is brought up to date.

Where a family intends to use Tax-Free Childcare, childcare vouchers, Universal Credit childcare support or another third-party scheme, eligibility remains the responsibility of the parent/guardian. The Centre cannot guarantee that tuition fees will qualify for reimbursement.

8. Cancellations, Absences, No-Shows & Withdrawal

24-Hour Cancellation Requirement

- A minimum of 24 hours' notice is required if a student cannot attend a scheduled lesson.
- Where at least 24 hours' notice is provided, the Centre will, where reasonably possible, offer a catch-up or alternative session. This is subject to tutor and timetable availability and cannot be guaranteed.
- Any agreed catch-up session must normally be taken within 2 weeks of the missed lesson unless the Centre agrees otherwise.

Late Cancellation / No-Show

- If less than 24 hours' notice is provided, the scheduled lesson will be charged in full.
- If the student does not attend and the Centre has not received the required notice, the absence will be treated as a No-Show and the full lesson fee will be charged.
- A No-Show or late-cancelled lesson does not create an automatic entitlement to a replacement or catch-up session.

Cancellation by Bury Tuition Centre

If the Centre has to cancel a lesson, the family will not be charged for a lesson that cannot be delivered. Where appropriate, we may offer an alternative tutor, date, time or credit.

Withdrawal from Tuition

- A minimum of two weeks' written notice is required to withdraw a student from ongoing tuition.
- Fees remain payable for scheduled lessons falling within the notice period, whether attended or not, unless the Centre agrees otherwise in writing.
- Any outstanding balance must be settled when tuition ends.

9. Timetables, Holidays & Changes

Lesson dates and times will be communicated by the Centre. Parents/guardians are responsible for checking communications relating to scheduled lessons, holiday arrangements and timetable changes.

The Centre may occasionally need to change a tutor, classroom, lesson time or delivery arrangement. We will provide as much notice as reasonably possible and will aim to minimise disruption.

10. Examinations, Applications & External Deadlines

Where tuition supports an external examination, entrance test, school application or other deadline, parents/guardians remain responsible for completing registrations and applications by the relevant deadlines unless Bury Tuition Centre has expressly agreed in writing to undertake that task.

The Centre may provide guidance and reminders but cannot accept responsibility for a missed external deadline that is outside the Centre's agreed responsibilities.

11. Credits & Refunds

Where an account credit arises, the Centre will confirm how it may be used. Any credit is normally applied against future tuition or another agreed service.

Fees for lessons already delivered, late cancellations and No-Shows are non-refundable. Any other refund request will be considered in accordance with the circumstances and the family's statutory rights. Nothing in these Terms & Conditions affects rights that cannot lawfully be excluded or restricted.

12. Ending or Suspending Tuition

Bury Tuition Centre may suspend or end tuition where there is:

- Persistent or significant non-payment.
- Serious or persistent misconduct.
- A safeguarding or safety concern that means tuition cannot reasonably continue.
- A serious or repeated breach of these Terms & Conditions.

Where appropriate, we will seek to discuss concerns with the parent/guardian before ending tuition. The Centre reserves the right to act immediately where this is reasonably necessary to protect students, staff or others.

13. Data Protection & Privacy

Bury Tuition Centre is part of North West Education Hub Ltd. Personal information collected through enrolment and during tuition is processed for purposes including tuition delivery, administration, communication, safeguarding, welfare, billing and legal or regulatory obligations.

Information will be handled in accordance with applicable UK data protection law and the Centre's Privacy Policy. Parents/guardians are responsible for keeping information supplied to the Centre accurate and up to date.

14. Changes to These Terms

Bury Tuition Centre may update these Terms & Conditions where reasonably necessary, for example to reflect changes to services, fees, systems, policies or legal requirements. Where a change materially affects an existing family's tuition arrangements, we will provide reasonable notice.

15. Agreement

By enrolling a student and accepting these Terms & Conditions, you confirm that:

- You have read and understood these Terms & Conditions.
- You agree to the attendance, cancellation, payment and behaviour arrangements described above.
- You will provide accurate information and notify the Centre of relevant changes.
- You will support the Centre's reasonable expectations and policies.



Document Information

Document Owner	Nazia Younis (Director)
Reviewed	August 2026
Next Review Due	August 2027
Version	2.0

Bury Tuition Centre
Part of North West Education Hub Ltd
www.burytuition.co.uk