# The Travelling Tutor
# Payment and Cancellation Policy

**1. Lesson Fees & Rates**

- The agreed hourly rate for tutoring is £25.
- This fee includes the 1:1 teaching time, bespoke lesson planning, and the provision of standard learning materials.
- A travel surcharge of £5.00 may be applied for locations outside of a 10 - mile radius from Grainthorpe.

**2. Payment Methods & Timing**

- Payment Timing: A 25% deposit must be paid at the time of booking and all remaining payments must be made in advance of the lesson
- Methods: Payment is preferred via Bank Transfer (BACS). Cash is also accepted.
- Block Bookings: A 5% discount is available for block bookings of 5 or more lessons paid for in advance.

**3. Cancellation by the Parent/Guardian**

I understand that family life can be unpredictable; however, as a professional, my time is committed to your child's slot.

- More than 24 hours' notice: No fee will be charged, and we will attempt to reschedule the session for later in the week (subject to availability).
- Less than 24 hours' notice: The full lesson fee (100%) will be charged to cover lost time and preparation.
- No-show: If I arrive at the home and no one is present, the full fee will be charged.

**4. Late Arrival**

- If the student is late, the session will still end at the scheduled time to ensure I am on time for subsequent students.
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- If I am delayed due to traffic or unforeseen circumstances, I will contact you immediately and either make up the time at the end of the session or credit the time toward our next lesson.

**5. Tutor Cancellation**

- In the unlikely event that I need to cancel a session (e.g., due to illness), I will provide as much notice as possible.
- You will not be charged for any session I cancel, and any pre-paid fees will be carried forward to the next lesson or refunded.

## 6. Termination of Service

- Either party may terminate the tutoring arrangement by providing two weeks notice. This allows for a "closing session" to provide the student with a sense of completion and a transition plan