

Terms of Service

Last updated: September 2025

The terms of service are valid for all tuition, both group, 1:1 and alternative provision. Parents/carers will receive a copy of this document in their 'Welcome' email and whenever the document is updated. Right Start Tutoring reserves the right to make changes to these terms and conditions.

Registration

- Clients are required to provide adequate contact details that will allow effective communication between parent/carer and tutor, and additional contacts in case of an emergency.
- These details will be collected upon the client registering their child for tuition via this online form rightstart-tutoring.co.uk/newstarters/
- Parents/carers are required to submit the following details: parent/carer full name, parent/carer email address, parent/carer contact number, parent/carer billing postal address, 2nd emergency contact name, 2nd emergency contact phone number, child's full name, child's school year group, the child's areas of strength and weakness, if the child has additional needs, if the child has any allergies or medication and finally, any additional information deemed necessary by the parent/carer. **Please update your details on the Student Portal by logging in here rightstart-tutoring.co.uk/login/**
- Tutors take no personal responsibility for individual exam results but will endeavour to offer their professional advice and opinion regarding likely outcomes.

Booking and payment

- Small group sessions are charged as per the rates discussed at time of booking:
 - £30.00 per 1 hour session
- Right Start Tutoring accepts an initial trial session, if requested, with full payment required in advance of the session.
- After this, the child will be booked in for the recurring weekly session agreed to.
- 1:1 tuition sessions in school holidays are charged at £50.00 per 1 hour.
- Invoices are sent automatically on the 20th of every month, with payment due on the day before the last day of the month, via bank transfer or the PayPal link on invoices.
- Late payment fees are automatically charged at £10.00 from the first day after the invoice due date

Tuition with Sophie	
Payee name	Right Start Tutoring
Sort code	04-03-33
Account number	63348563
Reference	<Invoice number>
Bank name	Mettle

- Sessions take place 48 weeks of the year (unless stated otherwise).
- The weeks when sessions will **usually** not be taking place are: 2 weeks during the Christmas holidays, 1 week during the Easter holidays and the first week back to school in September.
- Right Start Tutoring will be working within Bournemouth, Poole and Christchurch Council school term dates, which can be found here: <https://www.bcpccouncil.gov.uk/Schools-and-learning/School-term-and-holiday-dates/School-term-and-holiday-dates.aspx>
- By booking a regular time slot you agree to pay for and for your child to attend all available sessions on your chosen day/time.

Planned absences

- Whilst we would love children to have 100% attendance, we accept that there will be times when you're away. Please give notice of holiday before the 20th of the month to avoid being charged for planned absence the following month. You can do this on the TutorBird parent portal by cancelling any sessions that you will be away.
- If notice is not given before the 20th of the month, the missed sessions will still be charged.
- If a tutor has to cancel a session in advance for their own planned absences, you will not be charged for this.
- Cancellation of the tuition contract is to be made in writing/email and to give a full month's notice (1st-31st), for example, giving notice on the 23rd July will take the notice period to 31st August to allow a full month's notice period (1st-31st August).
- As spaces are allocated on a full-time basis, in addition to the tutor's annual leave, families are permitted to book off a further 4 lessons within a school year at no charge. Any further cancellations (more than 4 lessons in a school year) will be charged as the usual lesson fee.

Cancellations/illness

- Cancelled/missed sessions outside of notice periods are non-refundable, as these sessions require a level of commitment and the tutor would have spent time in advance planning and preparing your child's series of sessions.
- If you agree to a weekly lesson, then you commit to coming and avoid cancelling because this time has been allocated for your child specifically.
- Unfortunately if your child is ill, as a small business we cannot offer a refund.
- If a tutor has to cancel a session due to their own illness, payment will be carried forward as credit towards the next invoice and you will not be charged for the session that the tutor has cancelled. If possible, the tutor will reschedule this cancelled session within 7 days to avoid missed learning, though this cannot always happen.

Contact policy

- To avoid the spread of illness to students with compromised immune systems, any student with an infectious illness, which would require them to be absent from school, should not attend tuition in person.
- If someone in the child's household has tested positive for Covid-19, it would be appreciated if the parent/carer could communicate this with the tutor so that an alternative session can be scheduled.

Homework

- Optional home learning will be uploaded to TutorBird every week, which will link to that session's topics
- There is no expectation for children to complete this or return work to me
- *For children in Year 5 attending 11+ Exam Preparation groups, the weekly homework set is an essential part of preparing for the exam

Timekeeping

- Sessions are 1 hour from drop off to pick up.
- Your child's session start time is your drop off time. Please do not arrive early as tutors will be busy getting the session ready or wrapping up the previous session.
- If you do arrive at the door early by accident, can I kindly ask you to wait on the driveway and avoid waiting outside other houses or sitting on neighbours' walls.
- **Please be prompt to pick up your child.** Late pick up fees may apply after multiple occurrences.
- If children arrive late for their scheduled session, we will still have to keep to the time slot allocated, as this would otherwise have a knock-on effect to later lessons.
- Your child does not need to bring any equipment to their session, just a water bottle if they'd like.

Parental involvement

- Please do not park on Parley Road if you can avoid doing so - we have a couple of grumpy neighbours as well as very limited parking. There is plenty of free parking just around the corner on Nursery Road and Malvern Road. Thank you for helping us to keep the peace with our neighbours!
- Please respect our neighbours and ensure you **do not park across their driveways**. There is plenty of parking on Nursery Road and Malvern Road. We have unfortunately had complaints from neighbours previously and we reserve the right to cancel a child's sessions immediately if parents/carers repeatedly block driveways, use driveways as turning circles or are disrespectful to neighbours in any way.
- If you wish to contact Sophie, she is always available for questions on her working days (Wednesdays-Fridays) via WhatsApp message and email (see contact details at the top of this document) between the hours of 9am and 9pm, but may reply to messages outside of these hours.
- Sophie may be tutoring in the day and sometimes late into the evening, which means she will not be able to answer your call/message immediately.
- Please leave a voice message or WhatsApp text and Sophie will endeavour to reply to all messages within 24 hours during working days, except when on annual leave.
- Our tutors will send their session feedback via the student portal each week. This may not be on the day of tuition.

Photo and video consent

- We may take photos of a child's learning taking place during the lesson as this is a great way to showcase learning and fun activities done in the session, and to share teaching ideas.

- These photos are/will be used in my printed and online publicity to advertise the work that we do.
- Tutors will not include a child's name or school uniform in the photos.
- Tutors will ask children for their consent verbally to share their photo/work online.
- Parents can agree/not agree to give consent for photos containing their child's face to be used - please ensure you state your preference on your registration form.
- If a parent does not give consent for their child's face to be in the photo, the child's face and any other identifying features will be covered completely before posting the photo(s).

Code of Conduct for all tutees

All tutees are required to read and agree to these terms in order to attend tuition.

Our Code of Conduct is in place to ensure every child gets the most out of their tuition.



By sending your child to their first session at Right Start Tutoring, you will be accepting and agreeing to these terms of service of the tuition agreement.