Terms and Conditions

Face-to-face and online tutoring

Last updated April 2026

When booking and paying for the services Bespoke Education Tutoring provides, I confirm I have read, accepted and will comply with these terms and conditions in full.

Professional transparency

At Bespoke Education Tutoring, our qualified teachers will work to the best of their abilities with your child to accelerate and consolidate their progress.

However, much as within a typical classroom, we cannot guarantee that your child will pass any specific tests, exams or checks, formal or informal, or reach any levels of achievement that have been set, either formally or informally.

Be assured that if, in our professional opinion, another kind of help alongside or in place of tutoring is in the best interests of your child, we will arrange a meeting with you to discuss this.

If at any time you are dissatisfied with our service, please contact us so we can resolve the situation professionally and to your satisfaction.

Services provided by Bespoke Education Tutoring

The services we provide are limited to the duration of the tutoring session(s) as discussed prior to commissioning our services.

Further services we offer can include, but are not limited to:

- Liaising with other educational professionals and/or schools about a child's progress
- Writing reports or letters of recommendation
- Setting extra homework / creating personalised learning plans
- Marking homework

Please get in touch with us at bespokeeducationtutoring@gmail.com to ask about the extra services we provide beyond tutoring as well as our availability and rates for these services.

Face-to-face session requirements

In order for us to offer the most effective support, students are expected to be punctual to their sessions.
It is also expected that parents/guardians are punctual to collect children at the agreed end time of their child's session.

Children will not need any specific materials as these will all be provided.

To safeguard children and our tutors, face-to-face sessions are recorded using a small CCTV system (which captures both video and audio from the classroom). Access this this is held securely at our registered address.

By booking face-to-face tuition, I confirm that I give my consent for the safeguarding practices as indicated above.
I also confirm that I will facilitate the punctual arrival and collection of my child.

Online session requirements

In order for us to offer the most effective support, students are expected to be punctual to their sessions.
The hardware required is a working personal laptop, computer or iPad.
The software required is Zoom (this needs to be the most up to date version).
Other materials required are whiteboard and pen and or pencil / pen and paper.

By booking online tuition, I confirm that my child has the necessary materials to take part.
I also confirm my child has the basic computer skills necessary to access the online tuition sessions.

Obligations of the responsible adult during online tutoring sessions

As qualified teachers, at Bespoke Education Tutoring we know that safeguarding trumps everything.

For safeguarding purposes, a responsible adult must be within sight and sound of the tuition session(s) at all times. Our tutors and tuition sessions **must not** be privately recorded or photographed; we reserve the right to seek legal advice where breaches of trust in this matter occur.

The responsible adult confirms that before each online tutoring session:

- The child will be able to work in a quiet place without distractions or interruptions (such as mobile phones, pets and siblings) for the duration of the session.

- The child comes rested, settled and not hungry or thirsty to the tutoring session (it is always a good idea to provide an accessible drink for them).
- The child understands they may not drop in and out of the session and must stay for the whole session.
- The child understands that they need to behave cooperatively and, in group sessions, not disrupt the learning of others. If the child behaves in a way that is not conductive to learning they may, *in extreme circumstances*, be removed from the session (we will contact you directly to discuss this).
- The child has the required equipment requested by the tutor.
- People other than the child will only join the tutoring session with the prior agreement of the tutor.
- Equipment will be prepared and working before the session starts, including power supply, internet connection and software updates.

Lateness

If the **student** is late to a tutoring session:

Group sessions:
We will admit the student to group sessions up to 10 minutes after the start time of the tutoring session. Students who arrive 10 minutes will not be admitted in order to avoid disruption to others. No lesson credits, make-up sessions or refunds will be given.

Arriving later than 10 minutes to the lesson will be treated as an uncancelled lesson as detailed above and will be charged in full.

Where a student is late (arrives up to 10 minutes after the session has started), the tutoring session will be charged in full and no make-up session or partial lesson credit will be given. In such instances, we regret that we are not able to extend sessions beyond the regular finish time as this will impact the other clients.

1:1 sessions:
We will wait for 5 minutes after the start time of the lesson then send a reminder to join the session. We will then wait a further 10 minutes before cancelling the session if the student does not attend.

If the student arrives late, the session will not extend beyond the regular finish time but will still be charged in full. No partial lesson credit will be given.

If the **tutor** is late to a tutoring session:

In the rare event that the tutor is late, we will inform you as soon as possible. We will contact you directly to discuss a credit against the next session.

Payment

All sessions must be paid for prior to commencement. Sessions can be paid weekly or half termly as mutually agreed by the client and the tutor.

We will discuss the specifics of payment and our preferred method(s) with you prior to commencement of any tuition sessions.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a 14-day cooling-off period with the right to change your mind and cancel this contract completely within 2 weeks of the start date.

Please do this by emailing bespokeeducationtutoring@gmail.com.

As previously stated, written communication to this address is the only accepted way of cancelling.

If *the client* cancels a tutoring session

Our cancellation policy is strict and we do not issue refunds unless in exceptional circumstances.

To **cancel a tuition session**, the paying adult (or their nominated representative) must call or text our direct business line on **07404 288324**.

If the paying adult gives **less than 24 hours' notice, or no notice at all** – including failure to join the session (a "no-show") – the tutoring session will be charged at full price and no lesson credit or refund will be given.

If the paying adult gives **24 - 48 hours' notice** the session being cancelled will be charged at 50% of the usual fee.

If the paying adult gives **over 48 hours' notice,** we will endeavour to reschedule the session; this will usually be free of charge with payment for the session carried over.

Under the terms of this policy, any internet, power, hardware or software failure which is outside of anyone's control (tutor or student), including at any point whilst a session is taking place, will not be accepted as reasons to give credits or refunds for tuition sessions.

Children will not be admitted into unpaid sessions. It is the responsibility of the paying adult to make sure balances for sessions are settled in advance.

If *the tutor* cancels a tutoring session

We will aim to let you know with as much notice as possible, but if something happens at very short notice resulting in the cancelation of a session, we cannot guarantee a minimum notice period.

If we do have to cancel, we will be in touch with you to offer you an alternative tutoring session.

Cancelling the tutoring contract completely

If you wish to cancel the tutoring contract, you may cancel at any time in the current paid period, so the contract does not renew. You do not need to provide a reason for cancelling, although providing one will support improvements to our services.

Please send an email to bespokeeducationtutoring@gmail.com to cancel your contract.

Written cancellation by email is the only accepted way to cancel. Phone calls or text messages or any other form of communication **cannot** be accepted as formal cancellation of the contract. If automatic payments have been set up, it is the responsibility of the paying adult to cancel them.

In the case of adverse or extreme circumstances (for example where pupils or tutors are placed in unsafe situations), we, as the tutors, reserve the right to terminate the tutoring contract with immediate effect.

Progress updates

We will update you on your child's progress regularly and will inform you if we feel we need to meet (virtually or in person) to discuss your child's progress.

If you wish to arrange a meeting with us, please do so by contacting bespokeeducationtutoring@gmail.com.

Please be aware that spontaneous meetings, whether directly before or after tuition sessions, will not usually be possible owing to commitments with other clients.

Safeguarding

At Bespoke Education Tutoring, our tutors have read and are compliant with the statutory obligations as set out in Keeping Children Safe in Education (KCSiE) 2025 Part 1 & Annexe A.

This document is available here: https://assets.publishing.service.gov.uk/media/68add931969253904d155860/Keeping_children_safe_in_education_from_1_September_2025.pdf

As such:

- We are committed to protecting the children and young people who receive our services from harm.
- We will respond to any allegations or any concerns relating to the welfare of the child or young person for whom we provide tutoring services.
- Tutors hold a current, enhanced DBS check that is renewed annually. Copies of these are available upon request.
- We will never directly contact the child or young person outside of the tutoring session and expect all communication to be via the parent / carer, exclusively via their email address and/or contact phone number.
- We undertake certified safeguarding training with a reputable provider (NSPCC training) at least every two years to keep up to date with safeguarding protocols and best practice.

If a student makes a disclosure, we will:

- Show that we have heard what they are saying, and that we take their allegation seriously.
- Encourage the child to talk, without prompting them or asking them leading questions. We will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Reassure the child that they can tell us anything that is worrying them, but that we cannot promise not to tell anybody because some things have to be passed on in order to keep them safe.
- Explain what actions we must take, in a way that is appropriate to the age and understanding of the child.
- Record what we have been told, as soon as we can, using exact words where possible.
- Make a note of the date, time, place and people who were present during the disclosure.
- Contact the relevant local safeguarding authorities for the area in which the child lives
- Contact the police if we are concerned that a child is in immediate danger

It is not our responsibility to attempt to investigate any allegation,
nor are we legally permitted to do so.

General Data Protection Regulation (GDPR)

Bespoke Education Tutoring takes data protection very seriously and makes it a top priority with reference to:

- The EU's General Data Protection Regulation (GDPR) which went into effect on May 25, 2018 and
- The UK General Data Protection Regulation (UK GDPR) which went into effect on January 1, 2021.

The information we will hold will be:

- Name and address of parents / carers
- Name and DOB of the child
- Email address of parent / carer
- Phone number of parent / carer
- SMS messages, direct messages, emails or any messages on other apps or platforms we choose to use
- Assessment information of the child
- Payment and billing information
- Documentation such as school reports, assessments, tests, other school communication or communication form relevant professionals connected to the child should the parent / carer wish to share

For safeguarding reasons, we do not hold contact details (phone numbers, email address etc) of the child or young person we tutor. All communication must be via the legally responsible adult (parent / carer).

We can confirm that the data you provide Bespoke Education Tutoring is held securely. The Google platform we use to store data is GDPR compliant. Any paper documentation is stored in a lockable cabinet.
Your data will not be used for anything other than the functioning of the services we provide. We will never give or sell your data to any third parties. The only times that we will share your information are:

1. To disclose information in the case of a safeguarding issue, or
2. Because you ask us and give us permission to share information with someone else, such as your child's school.

We hold your data until the tutoring contract finishes, when we will delete all electronic records and return any paper documentation to you. There are exceptions to this:

1. Any data relating to safeguarding, accidents or incidents which must be held until the child is 21 years and 3 months of age
2. Contracts, consent forms, information sheets, invoices and payments which must be held for 7 years.

We may ask you if you would like to opt in to receiving communication from us once the tutoring contract has finished. This is optional and will not affect the quality of provision that your child receives from us.

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