



Rooted Tuition Terms and Conditions

These Terms and Conditions outline the expectations and responsibilities for both the tutor and the student (and their parent/guardian). By booking tuition, you agree to the following terms.

Unarranged absences (e.g. sickness)	<p>If a student is unable to attend a session due to illness or another unexpected circumstance, please notify me as soon as possible.</p> <p>Where less than 48 hours' notice is given, the full session fee will still be charged.</p> <p>If more than 48 hours' notice is given, the session may be rescheduled where possible, at my discretion. If this session is unable to be rescheduled, a full refund will be provided.</p> <p>Repeated short-notice cancellations may result in the loss of the regular session slot.</p>
Arranged absences (e.g. holiday)	<p>If you know in advance that the student will be unable to attend (for example, due to a holiday or family event), please inform the tutor as soon as possible.</p> <p>With at least one week's notice, sessions can usually be paused or rescheduled.</p> <p>Regular weekly bookings will be held for up to two consecutive weeks of planned absence; longer breaks may result in the slot being offered to another student.</p>
Missed sessions	<p>If a session is missed without prior notice or communication, the session will be charged in full.</p> <p>Persistent missed sessions may result in tuition being discontinued.</p>
Arriving late to sessions	<p>If a student arrives late, the session will still finish at the scheduled time to avoid disruption to other students.</p> <p>The tutor is not required to make up for lost time due to lateness.</p> <p>If the tutor is late, any lost time will be made up or discounted accordingly.</p>



Tutor sickness	<p>If the tutor is unwell and unable to teach, you will be notified as soon as possible.</p> <p>Sessions will either be rescheduled or credited towards a future booking.</p>
Tutor holidays	<p>The tutor may take holidays during the year, and students will be given at least two weeks' notice of any planned absences.</p> <p>No tuition fees will be charged for these periods, and sessions will resume upon the tutor's return.</p> <p>When booking, you will be unable to book sessions during a planned holiday.</p>
Group tuition	<p>Group sessions require a minimum of 3 students to run. There will be a maximum of 6 students per group.</p> <p>Fees are non-refundable if a student misses a group session.</p> <p>If a group falls below the minimum number of students, the tutor may adjust the session format, duration, or fee.</p> <p>Group sessions may include shared discussions and interactive activities; all students are expected to behave respectfully and allow others to participate.</p>
Cameras and microphones	<p>For safeguarding and effective learning, cameras should remain on throughout the session unless agreed otherwise.</p> <p>Microphones should be muted when not speaking to reduce background noise.</p> <p>Parents/guardians are encouraged to ensure that students have a quiet, distraction-free environment for lessons.</p>
Technical difficulties	<p>If technical issues occur during an online session (e.g. internet disruption):</p> <p>If the tutor's connection fails, the session will be rescheduled or credited.</p> <p>If the student's connection fails, the tutor will attempt to continue for up to 10 minutes. If the issue cannot be resolved, the session will still be chargeable.</p>



Resources	<p>The tutor may provide printed or digital learning materials, worksheets, or links to online resources.</p> <p>All materials remain the property of the tutor and may not be copied, shared, or distributed without permission.</p> <p>Parents/guardians are responsible for ensuring students have access to any necessary equipment (e.g. stationery, internet, or printer).</p>
Homework	<p>Homework may be set for 1:1 tuition to reinforce learning between sessions.</p> <p>Completion of homework is encouraged but not compulsory.</p> <p>Parents/guardians are asked to support the student in managing their time and completing tasks where appropriate.</p>
General	<p>Payment terms, and invoicing schedules will be agreed separately.</p> <p>Either party may terminate tuition with two weeks' notice.</p> <p>The tutor reserves the right to end tuition if behaviour, attendance, or communication is persistently unsatisfactory.</p>