



Terms and Conditions for Specialist Teaching Services

How to Make a Booking

1. Booking Options:
 - Specialist tuition sessions are available in blocks of six, eight, or ten sessions.
 - Sessions must be scheduled consecutively, with no more than a two-week interval between sessions.
2. Booking Methods:
 - Bookings can be made either via email.
 - Confirmation of the booking will be sent to you in writing via email.
3. Confirmation and Payment:
 - All bookings are provisional until payment is received.
 - If payment is made via bank transfer (BACS), it must be completed within 48 hours of booking to confirm the slot.
 - Failure to make timely payment may result in the provisional slot being released and reassigned.

Rearrangement/Cancellation

1. Client Responsibilities:
 - If you need to rearrange or cancel a booking, please notify me as soon as possible.
 - I will work with you to reschedule to a mutually convenient alternative date/time, preferably later the same week.

2. Tutor Responsibilities:

- If I need to rearrange a session due to unavailability, I will provide ample notice.
- The session will be rescheduled for a mutually convenient alternative date/time, typically later the same week.

Payment

1. Accepted Methods:

- Payment can be made via bank transfer (BACS).
- Bank details for BACS payments will be provided upon booking.

Fees

1. Current Fees:

- The current fees are detailed on the website www.thedyslexiagarden.co.uk

2. Fee Amendments:

- I reserve the right to amend fees with a minimum of 2 weeks' notice to clients.

Confidentiality and Privacy

1. Confidentiality:

- All information provided about the pupil is confidential and handled with utmost care.

2. Accuracy of Information:

- You agree that all information provided by you is accurate and up-to-date.

By making a booking for specialist tuition services with me, you agree to abide by these Terms and Conditions, including any updates or variations that may be made from time to time. These terms ensure clarity and mutual understanding regarding bookings, payments, and confidentiality. If you have any questions or require further clarification, please do not hesitate to contact me.

Date of Policy: July 2024

Next Review Date: July 2025