

Teatime Tutoring Terms and Conditions

Business name: Teatime Tutoring

Owner: Kirsty Dickenson, trading as Teatime Tutoring

Business type: Sole trader

Location: Farnborough, Hampshire, GU14 7AP

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Email: teatimetutoring@yahoo.com

Safeguarding email: safeguardingteatimetutoring@yahoo.com

Last reviewed: June 2026

Next review due: June 2027

1. Introduction

These Terms and Conditions set out the basis on which Teatime Tutoring provides tuition, educational support and related services.

By booking tuition, confirming a place, attending a lesson, paying an invoice, or continuing to use Teatime Tutoring's services, parents, carers, adult students and clients agree to these Terms and Conditions.

Teatime Tutoring aims to provide calm, professional and personalised tuition which supports each student's confidence, independence and academic progress. Our ethos is centred on crafting confidence and empowering excellence.

2. Services provided

Teatime Tutoring provides tuition and educational support, which may include:

- in-person 1:1 tuition
- online 1:1 tuition
- small group tuition
- holiday courses and workshops
- assessment and diagnostic sessions
- written lesson notes or progress feedback
- educational advice and recommendations
- introductions to tutors working with or through Teatime Tutoring

Tuition may be delivered by Kirsty Dickenson or by another suitably selected tutor working with or through Teatime Tutoring.

3. Tutor status and safer recruitment

Tutors working with or through Teatime Tutoring may be self-employed contractors. Teatime Tutoring carries out safer recruitment checks before tutors are introduced to families or allocated students.

All tutors working with children through Teatime Tutoring must have:

- an enhanced DBS check, ideally registered with the DBS Update Service
- identity checks
- references
- suitability checks
- relevant experience, qualifications or subject knowledge for the tuition offered
- agreement to follow Teatime Tutoring's safeguarding expectations and professional standards

Teatime Tutoring remains committed to safeguarding and to high standards of professional conduct.

4. Booking tuition

A place is confirmed when Teatime Tutoring has offered a lesson, group place, course place or assessment, the parent, carer, adult student or client has accepted that place, and payment has been received, unless Teatime Tutoring has agreed otherwise in writing.

Acceptance may be given by email, message, phone, booking form, TutorBird confirmation, payment or attendance at a lesson.

Teatime Tutoring reserves the right to decline a booking if the service requested is not appropriate, if there is no suitable availability, if previous invoices remain unpaid, or if Teatime Tutoring is unable to meet the student's needs safely or effectively.

5. Fees

Fees vary depending on the type of tuition, tutor, subject, level, course and format. The relevant fee will be confirmed before tuition, assessment, a course or workshop is booked.

Fees may be confirmed by email, message, TutorBird, invoice, booking form or written course information.

Teatime Tutoring reserves the right to review and amend fees. Families will be given reasonable notice of any fee changes before they take effect.

A lesson, group place, course place or assessment booking is only confirmed once payment has been received, unless Teatime Tutoring has agreed otherwise in writing.

Where payment has not been received by the due date, Teatime Tutoring reserves the right to release the place, pause tuition or cancel the booking.

6. Invoicing and payment

1:1 tuition is usually invoiced monthly in advance.

Small group tuition is usually invoiced half-termly in advance.

Holiday courses, workshops and assessments are usually invoiced in advance and places are not guaranteed until payment has been received, unless otherwise agreed in writing.

Invoices are issued through Teatime Tutoring's usual invoicing system and should be paid by the due date stated on the invoice.

If payment is not received by the due date, Teatime Tutoring may send a reminder and may pause tuition or release a reserved place until payment is received.

If an invoice remains unpaid more than 7 days after the due date, Teatime Tutoring reserves the right to add a reasonable late payment administration charge to reflect the additional time and costs involved in chasing payment.

Teatime Tutoring may also take reasonable steps to recover unpaid fees.

7. Trial lessons

Trial lessons are paid lessons unless Teatime Tutoring has expressly agreed otherwise in writing.

A trial lesson gives the student, parent and tutor an opportunity to see whether the tuition arrangement is a good fit. It does not guarantee ongoing availability unless a regular place has been agreed.

8. Cancellation by the parent, carer, adult student or client

At least 24 hours' notice is required to cancel or rearrange a 1:1 lesson.

If less than 24 hours' notice is given, the full lesson fee may be charged.

Where possible, Teatime Tutoring may offer an alternative lesson time, but this cannot be guaranteed.

For small group tuition, one group session may be cancelled per term without charge, provided reasonable notice is given. Further missed group sessions are payable because the place has been reserved and group planning continues.

Missed lessons due to illness, school events, holidays, exams, transport issues, forgotten sessions or changes in personal arrangements are still subject to this cancellation policy.

9. Cancellation by Teatime Tutoring or the tutor

If Teatime Tutoring or the tutor needs to cancel a lesson, Teatime Tutoring will aim to give as much notice as possible.

Where a lesson is cancelled by Teatime Tutoring or the tutor, Teatime Tutoring may offer:

- a rearranged lesson
- a replacement tutor, where appropriate
- a credit
- a refund for the missed lesson

Teatime Tutoring is not responsible for indirect costs arising from a cancelled lesson, such as travel, childcare or lost time.

10. Notice to stop regular tuition

For regular 1:1 tuition, one month's notice is required to stop lessons, unless otherwise agreed in writing.

For regular group tuition, one month's notice is also required to stop lessons, unless otherwise agreed in writing.

Notice should be given in writing by email or message.

Fees remain payable during the notice period, whether or not the student attends every lesson.

For group tuition, families are expected to commit to the full invoiced block or half-term. If notice is given part-way through a block or half-term, fees remain payable for the notice period. Teatime Tutoring is not usually able to refund unused group sessions once a place has been reserved, unless otherwise agreed in writing.

11. Holiday courses and workshops

Holiday courses and workshops are booked as a specific course, block or set of sessions.

Fees, dates, times and course content will be confirmed before booking.

Once a holiday course or workshop place has been confirmed, fees are usually non-refundable unless Teatime Tutoring cancels the course or is able to fill the place from a waiting list.

Teatime Tutoring may make minor changes to course content, tutor, grouping or lesson activities where this is in the best interests of the students or the smooth running of the course.

Parents and carers must provide accurate emergency contact details, medical information, allergy information and collection arrangements before the course begins.

12. Consumer cancellation rights

Where a booking is made online, by email, by phone, or away from Teatime Tutoring's usual premises, consumer cancellation rights may apply.

In many cases, consumers have a 14-day cooling-off period. However, where a parent, carer, adult student or client asks Teatime Tutoring to begin providing tuition, assessment, a course or another service during that period, payment will be due for any services already provided.

If a service has been fully provided within the cancellation period at the request of the parent, carer, adult student or client, the right to cancel may no longer apply to that service.

This does not affect statutory consumer rights.

13. Attendance and punctuality

Students are expected to attend lessons on time and be ready to learn.

For online lessons, students should have:

- a suitable device
- a working internet connection
- any lesson link, resources or equipment needed
- a quiet and appropriate learning space
- an adult nearby, where the student is a child
- be wearing appropriate clothing and be fully dressed for the lesson

For in-person lessons, students should arrive and be collected promptly. Parents and carers are responsible for safe travel to and from the lesson unless otherwise agreed.

If a student is late, the lesson will usually still end at the scheduled time and the full fee will remain payable.

If a tutor is late, the lost time will either be added to the lesson where possible, rearranged, credited or refunded.

14. Parent and carer responsibilities

Parents and carers are expected to:

- provide accurate contact, emergency and medical information
- tell Teatime Tutoring about any relevant learning needs, diagnoses, access arrangements, health conditions or safeguarding information
- ensure students attend lessons prepared and on time
- support appropriate behaviour and respectful communication
- pay invoices by the due date
- inform Teatime Tutoring promptly of any changes that may affect tuition
- read lesson notes, where provided
- communicate concerns early so they can be addressed

Teatime Tutoring can support learning most effectively when parents, students and tutors work together.

15. Student behaviour

Students are expected to behave respectfully towards tutors, other students and the learning environment.

Teatime Tutoring understands that children may sometimes feel anxious, dysregulated, tired or unsure. Tutors will respond calmly and professionally.

However, Teatime Tutoring reserves the right to pause or end tuition if behaviour becomes unsafe, abusive, discriminatory, persistently disruptive, or prevents other students from learning.

In group settings, Teatime Tutoring may decide that a student would be better suited to 1:1 tuition or a different form of support.

16. Safeguarding

Teatime Tutoring takes safeguarding seriously.

Kirsty Dickenson is the Designated Safeguarding Lead for Teatime Tutoring.

Safeguarding concerns should be reported using:

- Email: safeguardingteatimetutoring@yahoo.com
- Mobile: +44 7523 413011

If a child, young person or adult at risk is in immediate danger, call 999.

All tutors working with or through Teatime Tutoring are expected to follow Teatime Tutoring's Safeguarding Policy.

Teatime Tutoring may need to share information with relevant authorities if there is a safeguarding concern. This may include local safeguarding partners, the Local Authority Designated Officer, the police, schools or other appropriate agencies.

17. Online tuition

Online lessons will take place using an agreed online platform, such as Zoom, Google Meet or Microsoft Teams.

Lesson links should not be shared with anyone other than the student and responsible adults involved in the tuition arrangement.

Tutors will not contact children through personal social media accounts.

Where the student is a child, an adult must be nearby during online lessons. The adult does not need to sit in the lesson, but should remain close enough to be available if needed and should be able to access the lesson if they wish to do so. This is particularly important for younger children.

Students should attend online lessons from an appropriate learning space and should be fully dressed for the session. Lessons should not take place from a bedroom where this can reasonably be avoided, and should never take place while a student is in bed.

Teatime Tutoring does not routinely record online lessons.

If recording is ever considered necessary for a specific reason, this will only take place with prior knowledge and agreement, unless there is a safeguarding reason why information must be preserved or shared with appropriate authorities.

18. In-person tuition

In-person tuition takes place in a calm and purposeful learning environment.

Parents and carers must provide accurate emergency contact details and must collect children promptly at the agreed time.

Children will not be released to an unknown adult unless permission has been given by the parent or carer.

If a child is not collected on time, Teatime Tutoring will attempt to contact the parent or carer and any emergency contacts. If a child remains uncollected and Teatime Tutoring is unable to reach a responsible adult, safeguarding procedures may be followed.

Any accidents, injuries or significant incidents during in-person sessions will be recorded and reported to the parent or carer.

19. Lesson content, progress and outcomes

Teatime Tutoring will use professional care and skill when planning and delivering lessons.

Lessons are designed to support progress, confidence and understanding. However, Teatime Tutoring cannot guarantee specific exam results, school places, grades, scholarships or assessment outcomes.

Progress depends on many factors, including attendance, engagement, practice, confidence, school provision, home support, learning needs and the time available before an assessment or examination.

20. Resources and intellectual property

Lesson materials, activities, worksheets, slides, assessments, reports, written feedback and other resources provided by Teatime Tutoring remain the intellectual property of Teatime Tutoring or the relevant resource creator, unless otherwise stated.

Resources are provided for the student's personal educational use only.

They must not be copied, shared, sold, uploaded online, distributed to other families or used for commercial purposes without written permission.

21. Communication

Teatime Tutoring aims to communicate clearly and professionally.

Communication may take place by email, phone, text message, WhatsApp, TutorBird or another agreed method.

Parents and carers should communicate with Teatime Tutoring directly rather than asking children to pass on important messages.

Tutors are not expected to respond outside reasonable working hours and may not be able to respond immediately during teaching times.

22. Data protection and privacy

Teatime Tutoring processes personal data in line with its Privacy Policy.

Teatime Tutoring is registered with the Information Commissioner's Office and pays the required data protection fee as a data controller.

Personal data is used to provide tuition, manage bookings, issue invoices, monitor progress, communicate with families, meet safeguarding obligations and comply with legal requirements.

Teatime Tutoring will not sell personal data to third parties.

23. Complaints

Teatime Tutoring aims to resolve concerns promptly and fairly.

Concerns should be raised as soon as possible with Kirsty Dickenson.

Formal complaints will be handled in line with Teatime Tutoring's Complaints Policy.

Safeguarding concerns will be handled in line with Teatime Tutoring's Safeguarding Policy.

Data protection complaints will be handled in line with Teatime Tutoring's Privacy Policy and Complaints Policy.

24. Illness and safety

Students should not attend in-person lessons if they are too unwell to participate, have a contagious illness, or have symptoms that could pose a risk to others.

If a student becomes unwell during an in-person lesson, Teatime Tutoring will contact the parent or carer.

Teatime Tutoring reserves the right to refuse attendance at an in-person lesson if it would not be safe or appropriate for the student, tutor or other students.

25. Liability

Teatime Tutoring will provide tuition with reasonable care and skill.

Teatime Tutoring is not liable for:

- loss arising from inaccurate or incomplete information provided by parents, carers, students or clients
- missed lessons due to student non-attendance
- technical problems outside Teatime Tutoring's control
- indirect loss, such as loss of opportunity, travel costs or childcare costs
- specific exam, school entrance or assessment outcomes

Nothing in these Terms and Conditions limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or statutory consumer rights.

26. Ending tuition

Teatime Tutoring may end tuition or withdraw services if:

- invoices are unpaid
- communication becomes abusive, threatening or unreasonable
- a student's behaviour becomes unsafe or persistently disruptive
- Teatime Tutoring cannot meet the student's needs safely or appropriately
- there is a safeguarding, professional or legal reason to end the arrangement
- there is a repeated failure to attend or engage
- the tuition arrangement is no longer suitable

Where possible, Teatime Tutoring will communicate concerns before ending tuition, but this may not always be possible where immediate action is needed.

27. Changes to these Terms and Conditions

Teatime Tutoring may update these Terms and Conditions from time to time.

The most recent version will be made available on request and, where appropriate, on the Teatime Tutoring website.

Continued use of Teatime Tutoring's services after updated Terms and Conditions have been shared will be taken as acceptance of the updated terms.

28. Governing law

These Terms and Conditions are governed by the laws of England and Wales.

Any disputes will be subject to the courts of England and Wales, unless otherwise required by law.