



Terms & Conditions

Registration

Clients are required to provide adequate contact details. This will enable me to communicate with you effectively.

At the first session, I will ask you to provide me with your postal address, e-mail, landline, and mobile numbers. We will only use these to contact you with regards to tuition and I never pass them on to someone else unless you request for me to do so.

Fees

Term Time

Fees are due on the 27th day of each month, for the month in advance.

We've aligned our term time schedule alongside the Warwickshire County Council term dates.

Below is the link for the breakdown of Warwickshire's 2023/24 term dates.

[Warwickshire County Council 2023/24 term dates](#)

During the school term time, lessons cannot be cancelled or rearranged, if a student doesn't attend a lesson during term time for any reason the lesson fee will be non-refundable.

If we cancel a lesson for any reason, then we will deduct the cost of the missed lesson from your next bill (or try to rearrange if possible).

School holidays (non-term time)

We understand during school holidays lessons may need to be missed. You can cancel any lessons during the Warwickshire County Council non-term time dates, and you will not be charged for lessons, if you have informed us at least one week prior to the beginning of the month that you cannot attend on a particular date.

Lessons may also be moved to different times and dates during holiday times, subject to availability.

Invoices – Invoice payments are by direct debit.

Direct debit will be taken on 27th day of each month.

Invoices will be sent 7-14 days prior to 27th day of each month.

Cancellation Policy

Term Time

As stated, lessons cannot be cancelled or rearranged during the Warwickshire term dates.

If a student cannot attend a lesson, due to sickness or other, a refund will not be given.

School Holidays

As regular lessons require a level of commitment, we do not offer refunds for missed lessons during school holidays.

If you provide at least 48 hours' notice prior to any lesson that cannot be attended during Warwickshire's school holidays dates, we will try to reschedule or cancel the lesson.

If a suitable date for both parties cannot be agreed, you will not be charged.

If 48 hours' notice isn't provided, you will be charged, and no refund/rescheduling will be given.

Termination Policy

If you wish to terminate your regular tuition sessions, then we require 30 days' notice in writing by email (hello@hbmt.co.uk)

This enables you to be sure that we have received notice. Failure to give the required notice will result in you being charged for the next 30 days of tuition after termination.

We like to be able to say 'goodbye' to all our students and wish them well for the future.

Even in the case of a student taking exams we require 30 days' notice, otherwise we will assume lessons will continue!

Time Keeping

Unless otherwise arranged, all one-to-one lessons are 60 minutes in duration.

Clients are responsible for arriving for tuition on time, and lessons will end at the designated time to enable the next student to have their full lesson.

If you wish to speak to us, in detail, about your child's progress then please do this by emailing us at hello@hbmt.co.uk.

Student Progress Feedback

We are happy to provide feedback when requested by the parent.

If we feel any further feedback is required, we will contact you in due course.

If there are any issues the parent would like to raise, please feel free to contact us by email or in-person before the start of lessons.

Limitation of Liability

While the Tutor will endeavour to ensure that the student makes satisfactory progress, this cannot be guaranteed, and the Tutor cannot be held accountable for the academic success or otherwise of the student. To the maximum extent permitted by law, the Tutor accepts no liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special, or exemplary damages arising from the use of the Tutor's services or any errors or omissions in the contents of the Tutor's learning materials.

By paying the invoice you automatically agree to our terms and conditions