

Miss Barnes Tutoring

BOOKING AND CANCELLATION POLICY

As a small, independent business, we aim to provide the best experience for every student, and that means having a few simple policies in place to keep things running smoothly and fairly. We understand that life happens and plans can change, and we aim to be as fair and flexible as possible, whilst also protecting the time and preparation that goes into each session.

Booking & Payment

Private Tuition

- To make an initial enquiry, clients can reach out through our website, www.missbarnestutoring.co.uk, or by contacting Miss Barnes Tutoring directly via phone, text, or email.
- Session times will be confirmed and reserved as a fixed weekly timeslot, following discussion during registration (excluding holidays).
- Payment for each session is due one week in advance, via standing order. Proof of standing order arrangements will be required.
- If you require an invoice or would like to make a block booking, please contact Miss Barnes Tutoring and we can arrange this.
- Tuition will begin once the first payment has been received, the registration form has been fully completed, and the Agreement for Services has been signed.

Referrals

- To make an initial enquiry, referring bodies can reach out through our website, www.missbarnestutoring.co.uk, or by contacting Miss Barnes Tutoring directly via phone, text, or email.
- Session timetables will be agreed during the referral process and reserved as a fixed weekly timeslot (excluding holidays).
- Invoices will be issued either weekly or monthly in advance, depending on the agreement with the referring body. Payment is due in full by the invoice due date.
- The referring body must complete the full referral registration and sign the Agreement for Services before tuition can commence.

Cancellations & Refunds

If you need to cancel a session, please do so by contacting Paige Barnes (07427183882) as early as possible. Your cancellation eligibility is based on the timeframe before the scheduled session:

- **More than 72 hours' notice:** *Full refund will be provided or payment can be retained for a future booking.*
- **Between 24–72 hours' notice:** *50% refund will be provided or, if availability allows, clients may reschedule the session within the same week (Monday-Friday).*
- **Less than 24 hours' notice:** *Non-refundable*

Repeated Cancellations

While we understand that unexpected changes can arise, we kindly ask that cancellations be kept to a minimum to ensure availability for all clients. As such, one cancellation per term will be permitted and this will follow the refund/rescheduling policy outlined above, depending on the notice given.

Any additional cancellations within the same term will be charged in full, regardless of the notice period provided. This helps ensure fairness and availability for all clients.

Missed Sessions / No-Shows

- Sessions that are missed without notice are non-refundable and cannot be rescheduled.
- We kindly ask for as much notice as possible if you're unable to attend.

Running Late

- If you're running late, please let us know as soon as possible.
- Unfortunately, we cannot extend the session past the original end time, as this affects the schedule for other students.
- We'll always do our best to make the most of the time remaining, but arriving late may mean less can be covered.

Termination of Agreement

Clients may terminate this agreement by providing two weeks' written notice, during which all scheduled sessions will continue as normal and remain chargeable. Miss Barnes Tutoring reserves the right to terminate the agreement with two weeks' notice, or immediately in cases

of non-payment, safeguarding concerns, inappropriate behaviour, or any other breach of the Agreement for Services.

Why This Policy Exists

As a small, independent business, each booked session represents dedicated prep time and a reserved slot that we can't easily refill at short notice. This policy helps ensure that we can continue to offer the best service to all students.

Of course, we understand that emergencies and unexpected circumstances come up. If something like this happens, don't hesitate to get in touch - we'll always try to help where we can.

Thank you so much for your understanding and support.