

# Miss Barnes Tutoring

## AGREEMENT FOR TUITION SERVICES

Thank you for choosing Miss Barnes Tutoring.

Miss Barnes Tutoring is a tuition business, providing high-quality, in-person tuition to families across Northamptonshire. These Terms and Conditions outline the agreement between us and our clients and set out the expectations, rights, and responsibilities for working together.

**By booking our services, you agree to be bound by these Terms.**

<b>Client Responsibilities:</b>	<p>To ensure a safe, productive, and respectful learning environment, all clients agree to the following responsibilities when engaging with our tuition services:</p> <ul style="list-style-type: none"><li>• Clients must communicate respectfully and promptly regarding scheduling, payments, or concerns.</li><li>• Clients must disclose any relevant medical, behavioural or learning needs that may impact tuition delivery.</li><li>• A responsible adult must be present in the home at all times.</li><li>• Clients are responsible for ensuring the student behaves respectfully and cooperatively during sessions – disruptive or inappropriate behaviour from the student or any household members will result in immediate suspension or termination of services.</li><li>• Clients must provide a suitable and distraction-free learning space for tuition - environments must be safe, clean, and conducive to learning.</li></ul>
<b>Tutor Responsibilities:</b>	<p>All tutors engaged by Miss Barnes Tutoring are self-employed professionals who work on behalf of our organisation to deliver high-quality tuition services. While they operate independently, all tutors are required to meet the professional, safeguarding, and conduct standards set by us.</p>

	<p>Clients can expect the following from our tutors:</p> <ul style="list-style-type: none"> <li>• Tutors will conduct themselves professionally, respectfully, and appropriately at all times during sessions and when communicating with students and families.</li> <li>• Tutors will maintain clear boundaries and act in the best interests of the student's education and wellbeing.</li> <li>• Tutors will plan and deliver lessons tailored to the student's needs, level, and goals.</li> <li>• Sessions will begin and end on time, and tutors will arrive prepared with appropriate resources or materials.</li> <li>• Tutors will handle all personal information shared during tuition sessions confidentially and in compliance with data protection laws. This will not be disclosed to third parties without consent, unless where lawfully necessary.</li> </ul>
	<p>All tutors are subcontracted to Miss Barnes Tutoring. Although we conduct thorough vetting and maintain close coordination to ensure high standards of tuition, they are not employees of the business and are fully responsible for their professional practice and the planning and delivery of all lessons.</p>
	<p>All tutors have submitted valid identification and DBS certificates, along with verified credentials where applicable. Clients are encouraged to request and review these documents independently for their own assurance.</p>
<b>Safeguarding:</b>	<p>We are committed to providing a safe, respectful, and supportive learning environment for all students. Our tutors take all reasonable steps to promote the welfare of learners and to protect them from harm, abuse, or neglect and we expect all clients, learners, and associated parties to share this commitment. All tuition sessions are conducted professionally, with appropriate boundaries maintained at all times. Any safeguarding concerns that arise will be handled promptly by our team and, where necessary, referred to the appropriate authorities in line with safeguarding best practices.</p>
<b>Limitation of Liability:</b>	<p>While every effort is made to provide high-quality tuition, Miss Barnes Tutoring cannot guarantee specific academic results,</p>

	grades, or progress. Learning outcomes depend on a range of factors including student engagement, attendance, and independent study.
<b>Tuition Fees and Payment:</b>	Tuition fees are agreed and communicated to the client prior to the commencement of any tuition services.
	Fees may vary depending on the tutor, subject, level of study, or any additional requirements.
	As tutors are self-employed professionals, they reserve the right to review and adjust their tuition rates over time. Any proposed changes to fees will be communicated to the client 4 weeks in advance.
	Clients are under no obligation to accept a revised rate and may choose to discontinue tuition if an agreement on fees cannot be reached.
<b>Payment Arrangement:</b>	First session payment is to be made via bank transfer on return of this signed agreement. Subsequent sessions will be paid weekly in advance, via standing order, set up to start on the day of their first tuition session. Block bookings can be arranged if preferred.
	Tutors are advised to decline to provide sessions that are not paid in advance. Repeated episodes of unpaid sessions could result in your tuition slot being reallocated.
<b>Payment details:</b>	Barclays Bank Name – Miss P V Barnes Sort Code - 202595 Account Number - 50703761
<b>Cancellations and Refund Policy:</b>	<p>If you need to cancel a session, please do so by contacting Miss Barnes Tutoring as early as possible. Your cancellation eligibility is based on the timeframe before the scheduled session:</p> <ul style="list-style-type: none"> <li>• <b>More than 72 hours' notice:</b> <i>Full refund will be provided or payment can be retained for a future booking.</i></li> <li>• <b>Between 24–72 hours' notice:</b> <i>50% refund will be provided or, if availability allows, clients may reschedule the session within the same week (Monday-Friday).</i></li> <li>• <b>Less than 24 hours' notice:</b> <i>Non-refundable</i></li> </ul>

<b>Repeated Cancellations:</b>	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.
	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.
<b>Missed Sessions:</b>	Sessions that are missed without notice are non-refundable and cannot be rescheduled.
<b>Running Late:</b>	If you're running late, please let us know as soon as possible. Unfortunately, Tutors 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.
<b>Tutor Absence:</b>	If the Tutor cannot attend a scheduled session, there will be no charge. Payment will be carried over to the next session or refunded in full.
<b>Bank Holidays and Half-Term Holidays:</b>	All sessions will stop for a break during these holidays unless both parties wish to continue throughout.
<b>Termination of Agreement:</b>	If you intend to cancel the tuition permanently, clients are required to give 2 weeks' paid notice. All sessions will continue as normal during this notice period.
	We reserve the right to terminate services immediately in cases of misconduct or non-payment.
<b>Complaints:</b>	If you have any concerns or wish to raise a complaint regarding a tutor, please contact Paige Barnes directly at <a href="mailto:paigebarnes1@hotmail.co.uk">paigebarnes1@hotmail.co.uk</a> , and the matter will be investigated thoroughly.