



Terms & Conditions

Preston Tuition Limited (trading as Lancaster Tutoring Centre) is a limited company, number 12095335 whose registered office is at 38 Lodge St Preston Lancashire PR1 8XE.

These Terms and Conditions ('agreement') form the contract between Preston Tuition Ltd ('we' or 'us' or 'our') and the Parents or any persons ('you' or 'client') who engage the Service of Preston Tuition Ltd on behalf of their son/daughter/dependant ('your child').

● Centre hours

Lancaster Tutoring Centre is open for 6 days a week, Monday to Thursday (3.30pm to 7.40pm), Friday (4pm to 6.40pm) to Saturday (9.30am to 1.40pm). It is important for the student to arrive on time to complete their lesson, likewise, please ensure that you pick up your child on time. Class times may be subject to change in the future.

● Behaviour and class environment

Parents and carers are expected to demonstrate their commitment to the education process by encouraging students and respecting our staff.

Students are responsible for their own wellbeing.

We have the right to expel students who breach rules on a regular basis (after consultation with parent or carer) for actions such as (but not limited to) abuse towards staff, any form of bullying, any rude words spoken or written or damage to Centre's property.

Lancaster Tutoring Centre's decision in such cases will be final and students will have no legal remedy against expulsion in such cases.

Please enter and exit the Centre premises accordingly and sensibly to avoid disturbance to others.

All our classes are adult-free zones (other than staff), to keep an atmosphere suitable for studying, only students can enter Lancaster Tutoring Centre classrooms.

Should a student cause any damage to the Centre's property, parents or carers are to be held responsible for compensation including full costs of repair.

We have a food allergy aware classroom. Please do not bring peanuts, dairy or eggs in the classroom.

● Attendance and absence

It is vital that the student attends their assigned lesson at the time given to them upon joining. If a student is unable to attend class, please call the Centre at least 3 hours before class time to allow us to arrange tutor-class allocation appropriately. You can do so by email or telephone. It is then your responsibility to book for a replacement lesson.

If a parent or guardian wishes to withdraw their child/children they must give 2 weeks written notice. Lancaster Tutoring Centre does not refund absence, however, if you inform us in advance of any absence, we can offer your child/you a replacement time slot within the same 4-week/term period. Lancaster Tutoring Centre reserves the right to amend the rules and regulations as and when necessary.

● Fees

Fees will be calculated in advance and invoiced each month/beginning of term which is to be paid in full, in advance. Failure to pay the fees on time may result in sessions being delayed until payment is received.

If a student cannot attend their lesson the fee must still be paid but they will receive hours which can be used within the term.

If a student leaves before the end of the month the remaining fee is forfeited. The Centre will not refund remaining fees in such circumstances.

Method of payments: Bank transfer, cheque or cash.

● Holidays

We respect and follow national and religious practices. If you wish to take time off during those days, then please inform us in-advance and we will assign another time slot. Specific dates of Centre closings will be communicated on our notice board, website and social media sites.

● Emergency Procedure

In the rare case it is necessary to cancel classes and close our Centre completely we will send messages announcing class cancellations as well as announce on our website and available social media sites.

● Liability policy

Lancaster Tutoring Centre is not responsible for ensuring that any child stays on the premises. The centre or tutors are not liable for any student before the student enters or after the student leaves the Centre.

● Ofsted Guidelines

Lancaster Tutoring Centre voluntarily complies with key guidelines outlined by Ofsted to ensure we provide a tutoring service that is of the highest standards in a safe learning environment for your child. We ensure:

- ✓ All staff are DBS checked
- ✓ Staff, premises and equipment are suitable and safe
- ✓ At least one staff member at each centre has completed an approved Paediatric First Aid course
- ✓ First aid kits and accident report forms are available
- ✓ Public liability insurance is current and up to date