

Terms and Conditions

Terms and Conditions

Effective Date: October 2025

These Terms and Conditions (“Terms”) outline the agreement between Annie’s Tutoring (“we”, “us” or “our”) and the client (“you” or “the Parent/Guardian”) for the provision of tutoring and home-schooling services.

1. Services Provided

Annie’s Tutoring provides one-to-one and small-group tuition in English, Maths and Reasoning along with structured home-schooling and 11+ preparation. Lessons may take place online or in person and are tailored to each learner.

2. Bookings and Scheduling

Sessions are arranged directly between the Tutor and the Parent or Guardian. Bookings are confirmed once a time, date and fee have been agreed.

3. Fees and Payment

Fees are communicated prior to booking and confirmed in writing. Payment is required in advance unless otherwise agreed. Payments can be made by bank transfer, PayPal or another approved method. Receipts are available on request.

Late or missed payments may result in sessions being postponed or cancelled until the balance is cleared.

4. Cancellations and Refunds

A minimum of 24 hours’ notice is required to cancel or reschedule a lesson. Less than 24 hours’ notice will result in the full session fee being charged.

If the Tutor cancels due to illness or an emergency, notice will be given and the session rescheduled or refunded.

5. Student Conduct and Responsibilities

Students are expected to arrive prepared and behave respectfully. Parents or Guardians should ensure a quiet learning environment. Repeated disruption or inappropriate behaviour may result in services being discontinued.

6. Safeguarding and Child Protection

The Tutor holds a valid Enhanced DBS certificate and follows Keeping Children Safe in Education (KCSIE) guidance. A responsible adult must be present in the home during in-person sessions unless otherwise agreed.

7. Educational Outcomes

While lessons are designed to support academic progress, results cannot be guaranteed. The Tutor provides structured guidance and resources to help each learner reach their potential.

8. Confidentiality and Data Protection

All personal information is handled in line with the UK GDPR and the Data Protection Act 2018. Full details are available in our Privacy Policy.

9. Intellectual Property

Lesson materials created by Annie's Tutoring remain the property of the Tutor unless otherwise agreed. Materials must not be shared or reproduced without permission.

10. Liability

Annie's Tutoring is not liable for any loss or damage arising from the use or misuse of educational advice or resources. Parents or Guardians are responsible for ensuring their child's safety during sessions.

11. Termination of Services

Either party may end tuition by giving one week's notice in writing. Outstanding fees must be settled before the final session.

12. Governing Law

These Terms are governed by the laws of England and Wales. Disputes will be handled in the courts of England and Wales.

13. Contact Information

Annabel Furzer

Trading as Annie's Tutoring

Email: info@anniestutoring.co.uk

Address: Flat 3, 1 Eden Road, Maidstone, Kent, ME17 3UG