

Finch Nest Tutoring (Part of Finch Nest Preschool Ltd) Terms and Conditions

Acceptance of these Terms

Upon using services provided by Finch Nest Tutoring (part of Finch Nest Preschool Ltd), the client will be considered to have accepted these Terms.

In accepting these Terms, it is understood that Finch Nest Tutoring (part of Finch Nest Preschool Ltd) can make no guarantee as to the outcome of tuition provided, in respect of grades or certification from any educational institution. The quality of the student's academic work remains their responsibility, and the role of the tutor will never be more than advisory.

Discrimination

Finch Nest Tutoring (part of Finch Nest Preschool Ltd) reserves the right to select its clients and to withdraw its services from any user where this is judged to be appropriate. Age, gender, religious belief or any other protected characteristic are not considered when selecting our clients. No user or prospective user will be subject to any detriment on the grounds of any protected characteristic, at any time.

Cancellation Terms

If you need to cancel a lesson or report an absence, please correspond as soon as possible via email at finchnest.tutoring@outlook.com. Email is requested so there is written proof of your instruction with a time stamp. Lessons that are cancelled by the client with less than 48 hours' notice are charged in full. Absence from lessons without notice will still be charged in full.

Termination of Tuition Terms

Our termination policy requires that, once you have provided notice to terminate lessons, you are required to take two further lessons with the tutor in the 14 days after you give notice.

If you choose not to take two lessons after you give notice of termination or do not respond to the tutor within 7 days, the tutor will assume that you no longer wish to take tuition and is liable to charge for these two lessons.

If you do not give any notice of termination, the tutor is liable to charge for these two lessons.

Please email finchnest.tutoring@outlook.com to inform us of tuition termination.

Our termination policy is enforced from the end of the first lesson with a tutor.

Arriving Late to a Lesson

Tutors are expected to wait no longer than 15 minutes for a student to arrive. If a student is more than 15 minutes late, the tutors may not permit access to the student and the session will be charged in full.

How to Pay

Invoices are sent via email after each lesson. Payment details are included as part of the invoice and payment is required via Bank Transfer, using the reference required written on the invoice.

Please pay your invoice within 5 days. If an invoice is not settled within 5 days, clients will receive a payment reminder and Finch Nest Tutoring (part of Finch Nest Preschool Ltd) will begin pursuing monies owed.

By taking tuition with Finch Nest Tutoring (part of Finch Nest Preschool Ltd), you are agreeing to these terms and conditions.

Late Payment Charges

For an invoice overdue by 5 days or more, we reserve the right to:

- Stop tuition until the invoice is settled.

For an invoice overdue by 10 days or more:

- Charge an interest rate of 10% per month on the outstanding invoice.
- Charge an administration fee of £25 for the collection of commission payment.

In the unlikely event that a bill is not paid, Finch Nest Tutoring (part of Finch Nest Preschool Ltd), will pass the matter onto Creditreform. Creditreform may add additional charges to recover monies owed.

Registration Fee

Before tuition begins, a registration fee of £25 must be paid via Bank Transfer. Account details will be sent to you via an email, to confirm your child's place for tuition. The deposit fee is related to one child.