



MiltonRose Learning

LEARN. SMART.

Building strong, sustainable working relationships with our amazing parents, guardians, schools and students

Tutoring Terms and Conditions

1-Lesson Fees

Lesson fees are as contained on the MiltonRose Learning website (unless otherwise stated), with price reviews taking place in June and December annually.

2-Lesson Organisation

Our tutors are free to teach in the best way that meets their students' needs. However, typically they use Skype to conduct lessons alongside online whiteboard software, with our lessons either being one-to-one (if this option is paid for) or paired with one other learner.

3-Payment

All lessons are payable via emailed invoice, a month in advance, via Stripe. Given the high demand for our tutoring slots, failure to pay in a timely manner can lead to a student losing their place. Any rare non-payment is processed through Money Claims Online (MCOL) and/or Small Claims Court (SCC).

4-Cancellations

All lessons cancelled by the student within UK term-time are charged at the full rate. However, at the tutor's discretion, they will try and offer another time slot for the lesson missed. If the tutor cancels a lesson, please contact them to rearrange it, with a full refund provided for that session if they cannot accommodate. In terms of final cancellation of lessons, three weeks' notice must be given by the parent, via email or text to MiltonRose Learning.

5-Refunds

Any lessons that have been concluded, or are yet to be taught within the three-week cancellation period, are non-refundable. In the event of final termination of lessons, any sessions paid in advance beyond the three week cancellation period are refundable in full.

6-Session Schedule

To maintain consistency, we endeavour to teach each week in line with UK school-term dates. Any student breaks from lessons within UK term-time dates are fully chargeable. Half-term and school holiday lessons are always optional, and there is no charge if not required by the student.

Thank you for reading

***By commencing lessons, we assume acceptance of all the above terms and conditions**

