



Terms & Conditions

2025-2026



Terms and Conditions

Centre Calendar

- All parents/guardians are issued with a calendar each academic year detailing all closures. This can also be found on our website.
- We **do not** operate a term-time only calendar. Please refer to the academic calendar for a complete list of closures.
- We run additional booster sessions at extra cost, these are optional and usually run during the Easter holidays and throughout May half term.

Fees

- An annual bill is calculated, then spread into equal monthly instalments. Please refer to our billing FAQ documentation on the website and the bill breakdown on the parent portal for a detailed overview of your individual bill.
- Invoices are sent in the last week of each month, for the forthcoming month.
- Tuition fees for each month are payable in full in advance; each monthly payment must be made on or before the **1st of the month**. Exceptions will only be made for parents who have alternative dates agreed with us in writing.
- Payments will be taken by BACS, standing order, childcare vouchers and cash.
- If invoice payments are not satisfied in full by the 1st of the month (or a date otherwise agreed with us in writing), late payment fees will apply at a rate of £5 for each day the invoice remains outstanding.
- In cases where payment is not satisfied by the 1st of the month (or a date otherwise agreed with us in writing), sessions will be unable to go ahead until payment has been made in full. In this case, sessions will remain chargeable until full payment has been made. These sessions are non-refundable and will not be rescheduled.
- If fees are delayed or not paid in full in advance by 1st of each month (or a date otherwise agreed with us in writing), Step Forward Tuition will first reach out to attempt to resolve the outstanding bill amicably. If the bill payer refuses to cooperate, Step Forward Tuition reserves the right to escalate and divert unresolved cases to its legal team, a debt collection agency or directly to court at the discretion of the Centre manager. The bill payer will be responsible for full legal or enforcement costs, in addition to a daily interest at the rate of £0.25. This will be sought under section 69 of the County Courts Act.

Discounts

- We offer a 5% sibling discount. If Siblings receive tuition, a 5% reduction on the sibling with lesser fees will apply.
- We offer discounts for parents who wish to pay their bill termly or annually, as opposed to monthly.
- Essential equipment, folders, workbooks, stationary, resources and study materials are provided and are inclusive of the fees.



Cancellations

- A minimum of 14 days notice is required to terminate tuition. This must be given in writing. In the case where notice to cancel tuition is provided during a Tuition Centre holiday marked on the academic calendar, the first of the 14 days notice will commence upon the first day the Tuition Centre reopens. We cannot accept notice when we are on annual leave.
- In the case where tuition is terminated prior to the end of the academic year, the system will calculate a final bill or refund amount due.
- Students are enrolled on a rolling basis unless the bill payer cancels enrollment with 14 days notice in writing as above.
- We recommend the tuition end date for any students sitting formal examinations in the academic year to be the lesson prior to the final formal examination for the subject. Please note, it is the responsibility of the bill payer to ensure the correct tuition end date is reflected on the billing breakdown sheet on the parent portal. It is the responsibility of the bill payer to instruct should this need changing. Please note, the 14 day notice period remains applicable in these instances.

Absence/Rescheduled classes

- A minimum of **14 days** notice is required for any planned **absences**.
- All absences should be reported utilising our parent portal. Please see our website for guidance to enable parents to gain access to the portal.
- In cases where the parent/guardian cannot access the portal, absences should be requested in writing to info@stepforwardtuition.co.uk with 24 hours notice. Should this not be the case, sessions will remain chargeable and will not be rescheduled. We will send home work missed on request.
- Where a student is ill, notice is required with 24 hours notice, on these occasions, the session will be rescheduled to an alternative date agreed in writing.
- Students are permitted to have **3 authorised absences per academic year** outside the academic calendar provided. If more than 3 absences are taken within the academic year, wherever possible, Step Forward Tuition will offer rescheduled sessions. Please note, these are offered depending on availability and hence are not guaranteed. These sessions remain chargeable irrespective of whether a rescheduled session can be accommodated.
- A minimum of **14 days** written notice is required for **holidays**, otherwise the absence will be unauthorised, the full session will be chargeable and no rescheduled session will be offered.
- In the event of an authorised holiday, Step Forward Tuition will offer a rescheduled session (this will not be deducted from the student's authorised absence allowance) or a credit (this will be deducted from the student's authorised absence allowance).
- If the usual classroom tutor is sick, late or leaves his/her/their position with us, wherever possible a replacement tutor will be provided. These sessions may need to be rescheduled to an alternative day/time. Parents cannot claim a refund in such cases.
- If the Centre is closed beyond our control in the case of poor weather, a power cut, or an event preventing lessons from taking place, lessons will be rescheduled to a convenient time depending on the circumstances. Parents cannot claim any refund in such cases.



- In cases of rescheduled sessions, 3 possible sessions will be offered in writing to parents/guardians. Should all 3 be refused, the session will be chargeable, no further rescheduled sessions will be offered and the fee will be non-refundable.
- No tuition refunds are given for any missed classes unless that of those stated above.
- In cases of emergency such as hospitalisation of a student, the Centre manager Shantay may make exceptions to the above rules, subject to receiving or being provided with adequate evidence from students/parents/guardians/carers.

House Rules

- Those responsible for paying student fees are liable for any damage caused by students/parents/guardians/siblings etc to any Centre equipment or any damage to the premises and will be billed accordingly.
- Those responsible for paying student fees are liable for any theft by students/parents/guardians/siblings etc at the Centre and will be billed accordingly.
- If students bring mobile phones, toys or similar items to the classroom and the tutor considers the lesson is disrupted by their existence, she/he/they may confiscate them until the end of the session. If a student refuses to comply with their tutor's instructions, parents may be called to collect the student early, without refund.
- Step Forward Tuition are not liable for the loss, damage or theft of students' own equipment whilst on site.
- Any verbal, physical and written abuse (by parents/carers, visitors and/or students) towards any staff, students or individuals on the premises will not be tolerated at Step Forward Tuition. In these cases tuition may be terminated immediately and no refund will be given. Step Forward Tuition reserves the right to terminate any student's tuition at any time.
- If a student is any more than 15 minutes late to a group session, they may not be permitted entry to the class and the session will remain chargeable.
- If a student is any more than 15 minutes late to a 1-1 session, wherever possible, the emergency contacts will be contacted.

Drop-Off & Pick-up - Security of children

- Parents/Guardians must not drop off students too early (more than 10 minutes before their session) as there will not be a member of staff available to supervise.
- It is the parent/guardian's responsibility to ensure that the children are dropped off and picked up at the correct time.
- If a parent/guardian/carer is more than 5 minutes late to pick up a student, there will be an additional charge of £1 for each minute the student has remained uncollected. This is to cover the cost of the member of staff required to supervise the uncollected student.
- If there are repeated instances of parents/guardians/carers picking up their children late or forgetting to pick them up, Step Forward Tuition may share their concerns with the authorities.
- Parents/carers/guardians must give permission on the student registration form if they wish for their children to travel to and from Step Forward Tuition alone. It is the parent's responsibility to ensure students travel safely and Step Forward Tuition takes no responsibility for the travel safety of any students.



Health and Safety

- All of our staff are DBS checked.
- All of our staff receive necessary training to ensure they are appropriately qualified to perform their job.
- First Aid will be administered by qualified members of staff if necessary.
- If a student should fall ill whilst on the premises, Step Forward Tuition will contact the student's emergency contacts and/or the emergency services depending on the severity of illness.
- Our Safeguarding and Child Protection Policy can be found at reception and will be provided upon request.
- All other necessary policies and procedures will be provided upon request.

COVID-19 or other Illness

- Parents/Carers must not send their child in if they, or any member of the family are showing any signs of any strains of the Coronavirus (high temperature, shortness of breath, new continuous cough) or if they have been to a high-risk country and should inform the Centre manager Shantay immediately.
- Should a student display symptoms relating to any strain of Coronavirus, sessions will be moved to our online platform. No refunds will be offered in this case unless medical evidence can be provided to justify why the session is unable to go ahead.
- If a student is unwell with any infectious illness, parents/carers must not send them into the Tuition Centre. At parent requests, sessions will be moved to our online platform.

Data Protection

- Our records are kept electronically and are GDPR compliant. E-signatures are used by both Centre staff and customers when signing registration forms or other relevant forms relating to Step Forward Tuition.
- Ofsted reserves the right to inspect our records at any time.

Data Protection Statement

The information you provide whilst completing the student application form will be used in accordance with the Data Protection Act 1998 and GDPR regulations for the following purposes: to enable the organisation to create an electronic and paper record of the student's application; to enable the application to be processed; to enable the organisation to compile statistics, or to assist relevant and necessary organisations. No statistical information that would identify you as an individual will be published. The information will be kept securely and will be kept no longer than necessary.