



Terms and Conditions

Effective From: March 2026

Reviewed Annually

These Terms and Conditions outline the agreement between The Learning Pod and parents/carers. By booking and continuing tuition sessions, you agree to the terms below.

By booking and continuing tuition sessions with The Learning Pod, you confirm that you have read, understood and agree to these Terms and Conditions.



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1. Provision of Services

The Learning Pod provides private tuition tailored to the individual needs of each student.

Sessions are delivered by Elena Sullivan in a safe, structured learning environment.

The Learning Pod reserves the right to modify teaching methods or resources where necessary to best support the student's progress.

2. Fees and Payment

The current session fee is £30 per session.

Payment must be made in advance, either:

- weekly (at least one week prior to the session), or
- in a half-termly block.

Payment should be made via bank transfer or standing order.

If payment is not received by the due date, sessions may be suspended until payment has been made.

Invoices will be issued where appropriate.

Fees are reviewed annually and parents will be given at least one month's notice of any changes.



3. Cancellations and Absences

The Learning Pod understands that family life includes holidays, events and occasional changes to routine.

Each session time is reserved specifically for your child, so clear communication around absences is really appreciated.

- Wherever possible, at least 48 hours' notice should be given for any planned absence.
- Holidays and pre-planned absences are not charged, provided sufficient notice is given.
- Sessions cancelled with less than 48 hours' notice may be charged, as the space cannot usually be offered to another student.

If your child will be absent for a longer period (for example, during school holidays), please let me know in advance so I can plan accordingly.

Full details can be found in the Holidays and Pre-Planned Absences Policy.

4. Tutor Absence

If The Learning Pod cancels a session:

- No charge will be made.
- A rearranged session may be offered where possible.

Parents will be given advance notice of planned tutor holidays wherever possible.



5. Punctuality and Collection

Parents are responsible for ensuring:

- Students arrive on time.
- Students are collected promptly at the end of the session.

Sessions will end at the scheduled time even if the student arrives late.

The Learning Pod cannot provide supervision outside of agreed session times.

6. Illness

If a student is unwell, parents should inform The Learning Pod as soon as possible.

If cancellation is within 48 hours, the session will be charged unless otherwise agreed.

If the tutor is unwell, the session will not be charged and may be rearranged.

Online sessions may be offered as an alternative where appropriate.

7. Safeguarding

The Learning Pod is committed to safeguarding and promoting the welfare of children.

Safeguarding procedures are followed in line with Local Authority guidance.

Confidential information may be shared with relevant authorities if there are concerns about a child's safety.

Please refer to the Safeguarding Policy for full details.



8. Confidentiality and Data Protection

The Learning Pod complies with UK GDPR and the Data Protection Act 2018.

Personal information is collected only for the purpose of providing tuition services and is stored securely.

Please refer to the Confidentiality and Data Retention Policy for further information.

9. Behaviour

Students are expected to behave respectfully.

The Learning Pod reserves the right to terminate tuition if behaviour consistently disrupts sessions or compromises safety.

10. Termination of Tuition

Either party may terminate tuition by providing two weeks' written notice.

Outstanding fees must be settled before the final session.

The Learning Pod reserves the right to terminate sessions immediately in cases of serious breach of these terms.



11. Liability

The Learning Pod will take all reasonable care to ensure the safety of students during sessions.

Parents remain responsible for their child before and after sessions.

In the event of an emergency, procedures outlined in the Accident and Emergency Policy will be followed.

12. Agreement

By signing below, you confirm that you have read and agree to The Learning Pod Terms and Conditions.

Parent/Carer Name: _____

Signature: _____

Date: _____

Tutor Signature: _____

Date: _____