



Forest First Tutoring Terms and Conditions

Private Tutoring Terms and Conditions

Payment must be made before the start of each half-term. Where a child is not attending 11+ sessions, a general classroom package must be purchased at the following rates:

1 Session: £35.00

7 Sessions: £234.50 (£33.50 per session)

14 Sessions: £462.00 (£33 per session)

A commitment to weekly sessions for the full half-term must be made no later than one week before sessions begin. By booking a regular, guaranteed term-time session, you agree to attend and pay for all scheduled sessions included in your booking.

In the Summer Term, where the number of available sessions does not fit exactly within a 7 or 14 session package, including where Monday classes are affected by bank holidays or other timetable arrangements, any additional sessions required to complete the half term will be charged separately at **£33.00 per session**. Parents will therefore not be required to purchase an additional package where the remaining sessions cannot reasonably be used before the end of the academic year.

Packages are purchased for the agreed tuition period and, once that period has commenced, fees are normally non-refundable where a parent or carer chooses to cancel or discontinue tuition. Any request for a refund, credit or alternative arrangement in exceptional circumstances will be considered on an individual basis. Nothing in these Terms and Conditions affects a parent's or carer's statutory consumer rights.

Siblings of current students will receive a 10% discount on all lesson tuition. Please email Hilary if this applies to you: hilary@first-tutoring.co.uk

Cancellations made less than 24 hours before the scheduled session will be charged in full. Where a session is cancelled more than 24 hours in advance, no charge will be made and the relevant credit will remain on the parent's account. Cancellations may be submitted through TutorCruncher or emailed to kim@first-tutoring.co.uk.

If a session is cancelled by Forest First Tutoring, we will endeavour to reschedule it at a mutually convenient time or, where appropriate, provide a refund or credit.

If the number of students attending a group falls so that only one child remains, the session will no longer qualify as a group session and the individual tuition rate will apply. Parents or carers will receive at least two weeks' notice before any change in rate takes effect, allowing them to decide whether they wish to continue with individual tuition or make alternative arrangements.

If a student arrives late, we cannot guarantee that the full scheduled session time will be provided, as the tutor may have another session or commitment immediately afterwards. We will, however, make reasonable efforts to provide as much of the remaining session time as possible.

Forest First Tutoring reserves the right to discontinue tuition where there are repeated cancellations, persistent late payment or other circumstances that significantly affect our ability to provide tuition effectively.

11+ Terms and Conditions

Package Booking

Our 11+ packages are structured programmes designed to support children preparing for selective school entrance examinations.

By purchasing an 11+ package, the parent or carer is reserving their child's place within a specified Forest First Tutoring 11+ class for the period stated at the time of booking.

The first Half-Term Package includes:

- Weekly 1 hour 10 minute small-group sessions
- Tuition from an experienced teacher
- Teaching assistant support in most classes, where appropriate
- Weekly Forest First Tutoring learning booklets
- Practice in relevant areas of Maths, English, Verbal Reasoning and Non-Verbal Reasoning
- Relevant CGP books and learning resources
- Exam technique, time management and question-style practice
- Weekly written session reports for parents
- Informal feedback from teaching staff where reasonably possible

When a student first joins Forest First Tutoring, they will receive a folder, bag and the relevant workbooks for their programme. For students joining at the start of the autumn term, these materials are included within the first Autumn Half-Term Package. Where a student joins after the first half term, the cost of these materials will be invoiced separately.

For children preparing for the Bishop's 11+ examination, an additional materials fee of £42 will apply. For children preparing for the South Wilts 11+ examination, an additional materials fee of £37 will apply. These additional charges cover the examination-specific books and resources required for the relevant 11+ programme.

The precise content of the programme may vary according to the requirements of the examination being prepared for and the needs of the children within the group.

Package Fees

The fee applicable to the package will be confirmed at the time of booking and is payable in accordance with Forest First Tutoring's payment terms.

For the Autumn Term First Half-Term Package, the current fees are:

- Girls' 11+ Package: £275 including VAT
- Boys' 11+ Package: £280 including VAT

Payment secures the child's place for the full package period rather than individual sessions. Siblings of current students will receive a 10% discount on all lesson tuition. Please email Hilary if this applies to you: hilary@first-tutoring.co.uk

Missed Sessions

If a child is unable to attend a scheduled 11+ session, parents should notify kim@first-tutoring.co.uk as soon as possible.

Where staffing, class capacity and timetabling allow, Forest First Tutoring may offer the child the opportunity to attend an alternative session within the same week. An alternative session cannot be guaranteed.

Where an alternative session cannot reasonably be arranged, the learning materials from the missed session will be made available to the child.

No refund or credit will normally be provided for a session missed because of a child's absence.

Cancellation and Refunds

11+ packages reserve a place for the child for the full package period. Once the package period has commenced, fees are normally non-refundable where a parent or carer chooses to cancel or discontinue tuition. Nothing in these terms affects a parent's statutory consumer rights.

General Terms & Conditions

Other Sessions

If your child is not attending 11+ or after-school tutoring we will inform you of tuition costs and agree them before we invoice you for the half term or individual classes, whatever relevant.

Communication with Teaching Staff

Parents may request an opportunity to speak with their child's teacher regarding their progress or learning needs.

Brief informal conversations may take place before or after sessions where appropriate. Where a longer discussion is required, Forest First Tutoring may arrange a separate telephone call, online meeting or appointment, subject to staff availability.

Illness and Attendance

If your child is unwell or may be contagious, for example if they have a temperature, a new or persistent cough, vomiting or generally feel too unwell to take part in a session, please do not bring them to their session. If your child is not well enough to attend school, we ask parents to consider carefully whether they are well enough to attend tuition.

As we work with many children across different schools and families, it is important that we minimise the risk of spreading illness wherever possible. If a child arrives at a session and appears too unwell to participate, we will contact their parent or carer and ask for them to be collected.

Please ensure that all contact details held on TutorCruncher are accurate and kept up to date so that we can contact you promptly if necessary.

In line with standard school guidance, children who have experienced vomiting or diarrhoea should not attend tuition until at least 48 hours after their last episode.

Where a child misses a session because of illness, Forest First Tutoring will endeavour to offer an appropriate catch-up session during the term or school holidays where possible. Catch-up sessions are subject to tutor availability, class capacity and timetabling.

Behaviour

Forest First Tutoring reserves the right to end or pause a session where a child's behaviour presents a risk to themselves or others or significantly prevents the safe delivery of the lesson. We will work with parents or carers to agree appropriate next steps.

Collection of Children

Parents and carers are responsible for ensuring that children are collected promptly at the end of their session. Please inform Forest First Tutoring if someone different will be collecting your child or if you are unexpectedly delayed. Children will not be permitted to leave independently unless this has been agreed with their parent or carer in advance.

Session Preparation, Marking and Additional Feedback

Our fees include session planning, preparation and teaching time. Sessions are carefully planned and tailored to support the individual students within each group and their learning journey.

Where additional marking or assessment is requested outside normal session time, for example detailed feedback on an extended writing task, this may be charged at £50 per hour.

Additional reports requested outside those routinely included within a tuition package may also be charged at £50 per hour. This does not apply to the weekly 11+ session reports or 11+ mock examination reports where these are already included within the relevant package fee.

Group Size

We aim to teach children in small groups wherever possible, as we believe this supports both learning and confidence. Individual tuition may be recommended for children whose needs mean that one-to-one support is more appropriate.

Our group classes will not exceed five children. Where five children are attending a class, we will endeavour to provide teaching assistant support where appropriate and available. We aim to maintain a maximum adult-to-child ratio of 1:5.

Parents can be assured that we will not compromise on the quality of teaching and learning. Every child's educational experience, wellbeing and progress remain central to the provision we offer.

Pricing

Current tuition fees will be communicated to parents at the time of booking.

Where Forest First Tutoring makes changes to its fees, parents will be given a minimum of two months' notice wherever reasonably possible.

Parking and Drop-Off Arrangements

Parents and carers are responsible for parking safely and considerately when dropping off and collecting children from tuition sessions. Please be mindful of other families, pedestrians, neighbouring properties and children arriving at or leaving classes.

For sessions held at **Landford Methodist Church Hall**, parking is available at the venue. Additional parking is available further along the road towards the village hall if required. Please take particular care at the beginning and end of sessions when several children may be arriving or leaving at the same time.

For sessions held at the **Forest First Tutoring office**, the address is:

**Unit 4, Gardeners Business Park
Sherfield English Lane
Plaitford**

Romsey
SO51 6EJ

Parking is located to the right-hand side of the building. As you enter the business park and approach the building, please turn right.

During normal working hours, parents should use one of the four allocated parking spaces directly outside the Forest First Tutoring offices. Parking spaces opposite Design Scapes may only be used after 4.30 pm on weekdays.

Please drive slowly and take particular care when children are being dropped off or collected.

Food and Drink

Please ensure that your child brings their book or folder and a filled, named water bottle to each session.

We may provide children with a snack during their session. Parents and carers must ensure that Forest First Tutoring has been informed of any allergies, intolerances or relevant dietary requirements and that the information held for their child is kept up to date.

Privacy and Contact Details

Forest First Tutoring collects and uses personal information in order to provide tuition services, communicate with parents and carers, maintain appropriate records and support the educational and pastoral needs of the children we work with.

Our Privacy Policy explains how we collect, use, store and protect personal information and should be read alongside these Terms and Conditions.

Parents and carers are responsible for ensuring that the information they provide to Forest First Tutoring, including contact details, medical information, allergies and other information relevant to their child's tuition, is accurate and kept up to date.

Forest First Tutoring can be contacted at: enquiries@first-tutoring.co.uk

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Our Privacy Policy can be found on our website.

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