



Little Learners Tutoring – Terms and Conditions

For Online Tutoring

Last updated: 05/10/2025

By booking and paying for the services provided by **Little Learners Tutoring**, you confirm you have read, accepted, and will comply with these Terms and Conditions in full. These Terms form the Agreement between us and you (the parent/carer of the student). They supersede any previous agreements unless otherwise confirmed in writing.

1. About Us and Our Agreement

- We are Little Learners Tutoring.
- Email: info@littlelearnerstutoring.co.uk
- Website: www.littlelearnerstutoring.co.uk
- We are registered with the Information Commissioner's Office (ICO).

These Terms, together with our Safeguarding Policy, Rescheduling and Attendance Policy, and Privacy Notice, form the Agreement with you.

2. Services

Our services include online tutoring sessions delivered via Zoom. Required equipment:

- A personal laptop, computer, or iPad (sessions are not permitted on handheld phones).
- Stable internet connection, working microphone and camera.
- Whiteboard and pen, pencil/pen, and paper.

We also provide, on request and at additional cost:

- Liaising with educational professionals or schools
- Reports and letters of recommendation
- Extra homework / personalised learning plans
- Homework marking
- Coaching and mentoring services

Please contact us at info@littlelearnerstutoring.co.uk for details and rates for additional services.



We will work to the best of our ability to support the student's progress. However, we cannot guarantee results or outcomes, including exam success.

3. Tutor Responsibilities

All of our tutors agree to:

- Confirm the time, location (online), frequency, and duration of sessions in writing.
- Follow our Rescheduling and Attendance Policy.
- Discuss the structure of sessions with you.
- Provide regular progress updates (see Section 8).
- Adhere to our Safeguarding Policy and a professional code of conduct.
- Where necessary, provide a substitute tutor.

4. Parent/Carer and Student Responsibilities

You agree to:

- Ensure a responsible adult is within sight and sound of each tutoring session.
- Ensure the student is prepared, rested, and has required materials.
- Ensure the student behaves appropriately and does not disrupt group sessions.
- Support online safety by ensuring the student uses tutoring platforms in a safe environment.
- Respect the confidentiality of any information shared in group sessions by other families.
- Not record or share tutoring sessions without our written consent.

5. Attendance, Rescheduling and Cancellations

a) Rescheduling and Attendance

- If you cancel with **less than 24 hours' notice** or fail to attend ("no-show"), the session will be charged in full and no credits/refunds will be given.
- If you cancel with **more than 24 hours' notice**, up to **1 session per month** may be credited or rescheduled dependent on availability. Additional cancellations may be rescheduled at our discretion but are not guaranteed.
- Children will not be admitted to unpaid sessions. Sessions must be paid upfront 4 weeks at a time.

b) Tutor Cancellations

If we cancel, we will notify you as soon as possible and offer a make-up session or credit. No refunds will be given.



c) Ending the Agreement

- You may cancel the tutoring contract by email at any time before the next paid 4-week cycle begins. If within a 4 week block, any remaining sessions will not be refunded.
- Cancellations must be sent to info@littlelearnerstutoring.co.uk. Phone or WhatsApp messages are not accepted.
- If sessions end naturally (e.g. completion of learning goals), the contract ends automatically.
- We reserve the right to cancel immediately in extreme circumstances. Refunds are not guaranteed.

d) Consumer Cooling-Off Period

If you are a consumer buying at a distance, you have 14 days from the start date to cancel under the Consumer Contracts Regulations 2013. If you have already received services within this period, you must pay for what has been provided.

6. Lateness Policy

- **Group Sessions:** Students arriving more than 10 minutes late will not be admitted. Reminder email cannot be sent due to the tutor needing to continue teaching the rest of the group. Sessions will still be charged in full.
- **Individual Sessions:** We wait up to 10 minutes (with reminder email at 5 minutes). After 10 minutes, the session is cancelled and charged in full.
- **Tutor Lateness:** If a tutor is late, we will extend the session or arrange a make-up session. No refunds are given.

7. Payments

- Fees will be paid as a 4 week subscription and payment will be taken automatically every 4 weeks. Please see the section 5.c. for cancellation of the tutoring contract.
- Payment is in GBP via Stripe.
- Sessions must be paid in advance. If payment is not received tutor sessions will not take place.
- If payment is late, we may suspend tutoring until cleared payment is received.
- Additional services may incur extra charges. This will always be discussed with you.



8. Progress Updates

We will provide written progress reports approximately every 6–7 weeks, aligned to the British National Curriculum. The progress update will come via WhatsApp in the form of a written document and voice note update. If you feel you would like to discuss anything further then please contact us via email or WhatsApp to arrange a meeting. Meetings must be pre-arranged with at least 24 hours' notice. Please understand that we have other commitments and so we are unlikely to be available either before or after tutoring sessions for spontaneous meetings.

9. Safeguarding

Safeguarding is a top priority.

- All tutors hold current enhanced DBS checks.
- Tutors undertake regular safeguarding training (minimum every two years).
- Tutors do not communicate directly with students outside of sessions. All contact is via parents/carers.
- If a safeguarding concern arises, we will follow NSPCC-approved safeguarding procedures and, if necessary, contact local safeguarding authorities or police.

10. Data Protection

We comply with GDPR (UK & EU).

- We collect and securely store personal data (student/parent names, contact details, reports, invoices, etc.) only for the purpose of providing services.
- Data is stored securely on GDPR-compliant systems (e.g. Google Workspace).
- We never sell or share data except for safeguarding reasons or when you authorise us to do so.
- Data is retained only as long as legally required (safeguarding records up to age 21+3 months; invoices for 7 years).
- We are registered with the ICO.
- Our Data Protection Officer is Jo Moore. Available via info@littlearnerstutoring.co.uk



11. Intellectual Property

All lesson content, resources, and materials provided remain our property. You receive a limited licence to use them for personal learning during the Agreement. You may not copy, share, publish, or distribute them in any form without our written permission.

12. Liability

- We are not liable for indirect or consequential losses (e.g. exam failure, economic loss).
- Our liability is limited to the value of the invoice/session to which a complaint relates.
- We are not responsible for power cuts, internet failures, or software/hardware issues outside our control.

13. Notices

- All formal notices must be sent by email to info@littlelearnerstutoring.co.uk.
- Notices are deemed received on the working day they are sent (Mon–Fri, 9am–5pm GMT, excluding UK public holidays), provided a delivery receipt is received.

Disclaimer:

We will work to the best of our abilities with your child to ensure their progress, but we cannot guarantee that they will pass any tests, exams or checks, formal or informal, or reach any levels of achievement that have been set, either formally or informally. Be assured that if, in our professional opinion, another kind of help alongside or in place of tutoring is in the best interests of your child, we will ask for a meeting with you to advise you.

In case you are dissatisfied with our service, please talk to me (Jo Moore – info@littlelearnerstutoring.co.uk) first so we can resolve the situation discreetly, professionally and to your satisfaction.

By paying for and booking your services we accept and agree to these Terms and Conditions.