

Terms & Conditions for Online Groups

Three children are needed for a group to go ahead. If you pay for your child's space and not enough children have booked into a group you will be given notice and a full refund. You can then be put back on a waiting list until the minimum amount of children for a group has been achieved.

Payment is made upon booking. I will send a Zoom link ahead of the scheduled lesson.

Unarranged absences (such as sickness)	If your child cannot attend a group session due to sickness (or other unplanned reason) then a recording of the missed session will be made available.
Arranged absences (such as holiday)	If a child will miss a session due to a holiday or other planned absence, notice is needed at the time of collecting payment for the next month.
Missed sessions	These are non-refundable. A recording of the session will be available on request.
Arriving late to sessions	To get the most out of the sessions, your child needs to be punctual and ready to learn. Being consistently late will be disruptive to the other children in the group.
Tutor holidays and bank holidays	I will give notice if I am unable to offer tuition due to planned holidays when payment is due at the end of the month.
Tutor sickness	If I cannot host a group session due to illness or family emergency a recording of the missed session will be given, or a full refund or credit.
Technical difficulties (online)	If I experience connection difficulties during the group session that lasts longer than 15 minutes I will send a recording of the session.

By providing monthly payment for your child's sessions you are agreeing to these Terms & Conditions.

Jen Cornall

Jen's Tutoring