

**Dr Tsui Edu**

E4 London, England

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### **Terms and Conditions – 1-to-1 sessions**

We accept a booking of a single lesson for new clients (30min-1h charged as per hourly rate). You will be invoiced once booking is made and we expect payment before your child's first lesson.

After the initial single lesson, we only accept a block booking of a minimum of 4 weeks of lessons in advance. You will be invoiced once booking is made and we expect payment by the end of the week before your child's first lesson.

While we would like your child to have 100% attendance, we accept there may be times where you have to take a holiday. If notified at least one week in advance, we allow for one session in a block of four to be rescheduled to another week in the same time slot. Unfortunately if your child is ill, as a small business we cannot offer a refund.

Should the tutor not be able to provide a session in the booked slot, they will contact you as soon as they are aware of the circumstances, to reschedule either to another slot in the same week, or to another week in the same time slot. Unfortunately, as a small business we cannot offer a refund.

In addition, we require 4 weeks' notice for cancellations for longer bookings.

### **Safeguarding**

I have a fully portable DBS and I am a trained teacher with years of classroom experience (details on request).

When contacting your child through email, we will always cc you.

Whilst on the Zoom call, we recommend you are in the vicinity just to ensure your child is well.

On request, we can record the lessons and share the recording with you.

By sending your child to their first session with us at Dr Tsui Edu, you will be accepting Terms and Conditions in this document.