

TUITION TERMS AND CONDITIONS

Lighthouse Tuition
(South-West)



ALTERNATIVE PROVISION OFFER

We provide 1-to-1 tuition, small group sessions (up to 4 students), and flexible, holistic, daytime support for students not attending school full-time or on a partial timetable.

We accept private and school-funded payments as well as EOTAS packages.

Please contact us for relevant prices for these services.

HOME-ED SESSIONS

AVAILABLE AS USUAL:

- Small (Maths or English) Group tuition
- 1-to-1 tuition at home, or at our hub/s

HOME-EDUCATION - PLAY AND LEARN SESSIONS

Sessions include multiple bespoke core Maths AND English small interactive and engaging group interventions aimed at individuals and their academic needs.

Sessions punctuated with arts, games and social time!

£35 - 2 hours / £45 - 3 hours

DIRECTOR CONTACT DETAILS

Sophie Hocking
info@lighthousetuitionsouthwest.co.uk

07772308430

WORKING HOURS

Please be aware that tutor working hours are between 9am and 8pm, weekdays. Messages received outside of these times may be responded to the next day or when practically possible.

LIGHTHOUSE HUB

We have a hub in Ivybridge. We also offer sessions across Plymouth and surrounding areas too.

In order to keep children and young people safe (and on task), we ask that parents meet students at the main door to the Hub. Please do not enter the Hub unless invited to do so by your tutor.

If your child is allowed to walk home alone, please let us know in writing.



IVYBRIDGE HUB

Redlake Trading Estate (David's Lane Entrance, Ivybridge, PL21 0EZ)

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TUTOR ABSENCE

TUTOR ABSENCE (SUCH AS SICKNESS)

Parents will be told with as much notice as possible by Whatsapp or text and through email.

Sessions will be rescheduled, or refunded, at the parent's prerogative.

CHAPERONE POLICY

Parents/Guardians are more than welcome to accompany their child during 1:1 sessions, however we politely request that non guardians ie; siblings, do not attend sessions. This is to encourage maximum productivity from the tutee.

All conversations regarding progress must be factored into the tuition time slot as delays for our tutors can disadvantage their next tutee.

TUITION LOCATION

Our safeguarding policy requires that tuition takes place only in communal areas of the home and never in private spaces. Tuition in any bedrooms is forbidden. Ideally, home/room location for tuition should be clear and calm, with access to some floor space, as well as to a table or surface. We encourage alternative ways to sit/engage - however your child is comfy works for us!

UNARRANGED ABSENCE

UNARRANGED CHILD ABSENCE (SUCH AS SICKNESS)

- 72+ hours notice: Sessions can be rescheduled if there is an available time in the month which suits the tutor. Cancelled sessions will incur the full cost.
- 24-48 hours notice: Sessions can be rearranged within the same week, to a time that suits the tutor. If two suitable options are declined, the session will still be charged.
- Less than 24 hours notice: Unfortunately, the full fee applies (as tutors have reserved this time).

ARRANGED ABSENCE

ARRANGED ABSENCE (SUCH AS HOLIDAY)

With 30 days notice, there will be no charge. With less than 30 days notice sessions will be rescheduled or can be cancelled for the full cost.

TUTOR ARRANGED ABSENCE

Parents and students will be informed of any holidays that will interrupt tutoring with 30 days notice. Sessions can be rescheduled or cancelled at the parent's prerogative.

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PUNCTUALITY

Please let us know if you are running late. Our tutors will, of course, still run the session but it will end at the scheduled time.

All tutors make a conscious effort to arrive on time, however, repeated lateness should be reported to the main inbox. Time will be made up by tutors who are late.

If a tutor is tutoring at your location and you do not answer the door or phone within 15 minutes, they will leave and the session will not be rescheduled.

UPDATES TO SESSIONS/HOLIDAYS

- Please ensure any update requests for sessions, including rescheduling, sickness or cancellations are directed to Sophie Hocking through the main Lighthouse Tuition inbox.
- Please do not reschedule/cancel directly through your tutor. This is to ensure clear communication and work-life balance of our tutors.
- To secure continuation of tuition after the Summer Holidays, a minimum of 3 sessions must be booked during the Summer Holidays.
- Sessions during other holidays are optional.
- Group sessions are term time only.

HOMEWORK

We do not set homework between sessions unless requested. However, your tutor will happily give suggestions for practice throughout the week. You can add on homework for an additional £5 per session.

These conversations will need to be factored into the lesson time in order to allow us to prepare for our next student, as some sessions will run back to back.

PHOTOGRAPHY

From time to time, we may take photographs or videos of work completed by children where they may feature in our marketing. We use these in line with GDPR legislation.

However, if you would prefer that your child is not featured in our marketing/social media, please let us know, in writing.

ALLERGIES & PETS

Some of our tutors own pets. If you will be attending tuition at their homes, please let us know if your child has any allergies to pets. If you own pets, please also let us know.