Terms and Conditions – Primary Tutoring with Catherine

These simple policies ensure that all families are treated fairly and equally and keep my small tutoring business running smoothly. Your acceptance of the below terms will be deemed to have occurred by your child's attendance at tutoring sessions.

Contact details: Parents are required to provide contact details that facilitate effective communication in case of an emergency. It is critical that parents notify me of any change to their mobile phone number(s) as soon as possible. Please also keep me updated regarding any allergies, medical concerns or additional learning needs.

Fee for tuition: £45 for 50 minutes from January 2026
Fees cover the cost of tuition, preparation time, resources, bespoke planning for your child, assessments and regular feedback.

Tutoring days and times: Lesson slots are mutually agreed when your child begins lessons. If you would like to change lesson day or time this can be discussed on an individual basis, however this is subject to availability and can't be guaranteed. I offer after school sessions Monday to Friday starting at 3.40pm, 4.40pm and 5.40pm. I also offer daytime sessions for children who are home educated on weekday mornings.

Payment: Payment is due a minimum of 48 hours ahead of each scheduled session, preferably monthly in advance, at the beginning of each month. Weekly or fortnightly payments are permitted but again these need to be made a minimum of 48 hours in advance, preferably by standing order. If no payment has been received by the required time, no tuition will take place. I don't send reminders or invoices but do email a receipt following each payment. Payments are to be made via bank transfer.

Attendance: Your child is expected to attend every week during term time as this helps them to make the best progress. Your child's time slot is reserved for them and tutoring is a weekly term time commitment. **One** arranged absence (such as for a school commitment) is permitted each term, with at least 48 hours notice. Any other absences, including forgetting to attend, must be paid for.
Should your child be unwell, or there are other exceptional circumstances, please let me know as soon as you can and, if possible, the session will be rearranged for a mutually convenient time, at my discretion.

School holidays and bank holidays: My term dates follow those of Surrey County Council state schools. Sessions are generally also available during school holidays (please see separate term / holiday dates sheet) but these are optional and may be booked on an ad hoc basis. Tutoring sessions do not take place on bank holidays.

Tutor holidays or sickness: I may take my holidays during term time or school holidays, but usually during school holidays. I will notify you of dates in advance. Catch up sessions can be arranged upon request. Should I be unwell I will let you know as soon as I can and if possible, the session will be rearranged for a mutually convenient time or otherwise any payment will be refunded.

Punctuality: If you arrive early, please wait until your lesson start time before ringing the doorbell, as I will usually have another pupil beforehand and need a few minutes in between to set up for your child's lesson. Should you arrive late, we will still need to finish at the usual time. At the end of the lesson I will bring your child to the door, please collect promptly at the end of their lesson as I will usually have another pupil afterwards.

Behaviour: Since I teach from my family home your child will be expected to behave appropriately, adhere to instructions and be respectful of resources.

Notice period: If you wish to finish lessons, please provide at least 2 weeks notice by email. Whilst I will normally give at least 2 weeks notice by email, I reserve the right to terminate tuition without notice should you cancel multiple term time sessions, or breach these terms and conditions (e.g. repeatedly fail to make payment by the required time).

My contact details: Please don't hesitate to contact me if you have any questions at all. Please use email where possible. I will endeavour to respond within 24-48 hours, Monday to Friday 8am to 6pm, except when on annual leave. Please phone / text / WhatsApp for urgent messages only (but be aware I am unable to read or respond to messages whilst I am teaching). Thank you. Email: catherineprimarytutor@gmail.com Phone: 07813 094888

Address: Lessons are held at my home in Hook Heath, Woking. GU22 0DR.
For directions search for "Primary Tutoring with Catherine" on Google maps.
Out of consideration for neighbours, please park on our driveway rather than on the lane.
Parents are welcome to sit in on lessons / wait on the driveway / go and come back to collect.

Further information: is also available on my website www.primarytutoringwithcatherine.co.uk , Facebook page and Instagram page: Primary Tutoring with Catherine (please do follow my pages in order to receive tutoring updates).