

Location

All sessions take place within the dedicated LT offices in Camberley, Surrey. Online lessons can be occasionally facilitated, however this will be at the discretion of LT. In times of national lockdown, sessions will be moved online, in line with government advice. Tutors do not visit student homes. All materials required for lessons will be provided.

Tutor Availability

Tutor availability varies depending on season, subject and student's availability. All tutors are screened, DBS checked and have relevant safeguarding training in line with Gordon's staff. All reasonable requests to change tutors will be considered however, cannot be guaranteed. Used tutor hours are non-refundable.

Timetable

Any cancellation of sessions must be notified in advance to both the admin email and your tutor's email with a minimum of 24 hours' notice. Where minimum notice is not given, the cost of one session will be deducted from your balance. The authority to cancel/reschedule sessions with less than 24 hours' notice is only permitted by the parent/guardian.

Payment

Hours paid for are transferrable across all subjects, tutors and within all members of the same household. It is also possible with approval to roll sessions over to a different term however this is at LT discretion and we would need written notice of intention to do this. Any negative balance on termination of the agreement is due in full at the time of cancellation. Any positive remaining balance will be refunded to the customer within 30 days.

Right to terminate

LauranTeaches withhold the right to terminate the agreement at any time for any of the following reasons: if LauranTeaches feel that the lessons are not fulfilling the students potential; in the instance of any hostile, abusive or unsafe behaviour; where unreasonable expectations are put on the tutors; if there are any attempts by the customer or students to undermine the integrity of Lauran Teaches employees; in the case of any vandalism or substance abuse in or around the office premises. If LauranTeaches choose to terminate the agreement, all paid unused hours will be refunded to the client within 30 days.

Benefits

Refer a friend – LauranTeaches offers a refer a friend scheme. Any existing customer who refers another will receive a free session (1 hour) when the new client pays a minimum of 2 sessions. Maximum of 3 referrals per customer.

Free Session – LauranTeaches offer a free welcome session to all new students.