



Helena Provost Tutoring

Terms and Conditions

Thank you for considering me as a private tutor for your child. In this document I have set out some frequently asked questions to provide information about the service I offer.

Where will the lessons take place?

Lesson location: 15 Rosebery Avenue, Plymouth, PL4 8SX

What is the best way to arrange lessons or to find out more information?

Contact by email or WhatsApp is preferred. I will aim to answer any correspondence by the end of the working day.

Email: hprovosttutoring@gmail.com

Phone: 07395031012

What subjects do you offer?

I provide tutoring for children in Years 2-6 in all primary subjects. This includes SATs preparation.

How much will lessons cost?

Face to face lessons

£30 per 60 min lesson

£25 per 45 min lesson

Online lessons

£25 per 60 min lesson

£22.50 per 45 min lesson

How do I pay for lessons?

Payment is preferred by bank transfer where possible. I will provide bank details to new clients after the first lesson.

When do I need to pay?

Payment should be made within 3 working days of the lesson. Tuition may cease until payments have been made.

What happens if we can't attend a lesson?

I understand that with busy lives, things do come up, which may mean needing to cancel a lesson. 24hrs notice should be given if you can't attend a lesson. **On the same day cancellations will be charged.** If I need to cancel a lesson for any reason, clients will not be charged.

Can my child continue lessons in the holidays?

I offer lessons during school holidays and half terms if required. I will let clients know in advance of any planned holidays I have where I will not be able to teach lessons.

What happens if I no longer wish to continue lessons?

If clients wish to discontinue lessons for any reason, they should provide 2 weeks' notice, in writing by email. I will also provide 2 weeks' notice if I am no longer able to continue lessons with your child.

How will I know if my child is making progress?

Each child has a workbook for completing work in and parents can ask to see these at any point. I also send out a summary, after each lesson, of what was covered and how the child has got on with it. For online lessons I will provide a summary after each lesson either via WhatsApp or by email.