

## STEFFI HESKETH TUTORING

# Parent and Carer Terms and Conditions

## Public website policy

### Purpose

These terms explain how online tuition is arranged, how the self-employed tutor and agency elements work, what families pay, and the rules for bookings, cancellations, communication, recordings and complaints.

| Document control      | Details                                                                     |
|-----------------------|-----------------------------------------------------------------------------|
| Policy owner          | Steffi Hesketh, Founder                                                     |
| Applies to            | Parents, carers, students, tutors, applicants and website users as relevant |
| Approved              | 21 July 2026                                                                |
| Version               | 1.0                                                                         |
| Next scheduled review | 21 July 2027                                                                |
| Status                | Approved and operational - public website version                           |

### Important

The one-to-one service uses a split-payment agency model. The total price and the amount payable to the tutor and to Steffi Hesketh Tutoring must be confirmed in writing before paid tuition begins.

steffiheskethtutoring@gmail.com | 07802 828910 | [www.steffiheskethtutoring.co.uk](http://www.steffiheskethtutoring.co.uk)

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*This policy should be read alongside our Safeguarding and Child Protection Policy and the other policies available on our website.*

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## 1. Who these terms apply to

These terms apply when a parent, carer or adult student books or receives services arranged by Steffi Hesketh Tutoring. In these terms, "parent" includes a person with parental responsibility, a guardian, carer or an adult student booking for themselves. "Student" includes a child, young person or adult learner.

Steffi Hesketh Tutoring is operated by Steffi Hesketh, trading as Steffi Hesketh Tutoring, based in Southampton, Hampshire, United Kingdom. We provide online-only tuition and do not offer face-to-face lessons unless a separate written agreement expressly says otherwise.

### Acceptance of these terms

A parent accepts these terms by confirming a tutor match, booking a paid lesson or group, paying an invoice or allowing tuition to continue after receiving the terms. A copy should be kept with the booking confirmation.

## 2. How our service and agency model work

For most one-to-one tuition, two connected services are supplied:

- Steffi Hesketh Tutoring provides the enquiry handling, tutor matching, vetting, introduction, administration, safeguarding oversight, payment administration and ongoing support service.
- The matched tutor is self-employed and personally supplies the teaching. The tutor decides how to plan and deliver lessons within professional, safeguarding and curriculum expectations.
- The parent normally pays the tutor for the teaching element and pays Steffi Hesketh Tutoring separately for the agency and administration element. The written welcome message or invoice identifies the payment split.
- Steffi Hesketh Tutoring may occasionally supply a lesson, group, masterclass or resource directly. The booking page or confirmation will make this clear.

Steffi Hesketh Tutoring will use reasonable care and skill when selecting, checking and introducing tutors, managing concerns and providing its agency services. The tutor remains responsible for delivering tuition with reasonable care and skill.

Nothing in these terms removes any rights that a consumer has under law.

## 3. Enquiries, matching and free trials

- Parents should provide accurate information about the student, subjects, level, exam board, availability, learning needs and any relevant safeguarding or accessibility information.
- Tutor recommendations are based on the information available, tutor expertise, availability and suitability. A particular tutor, time or teaching method cannot be guaranteed.
- A standard 30-minute introductory trial is normally free and without obligation. It is intended to check rapport, technology and suitability rather than deliver a full assessed lesson.
- A free trial is limited to one trial with each proposed tutor unless otherwise agreed. Repeated trials, assessment sessions or longer introductory sessions may be charged if confirmed in advance.
- A regular slot is not secured until the tutor and parent have confirmed it and any required payment has been made.

## 4. Lesson formats and prices

Prices current at the approval date are shown below. The written quote or booking page supplied before purchase takes priority if a different price has been clearly agreed.

| Service                                | Standard price                           | Notes                                                                            |
|----------------------------------------|------------------------------------------|----------------------------------------------------------------------------------|
| KS3 and GCSE one-to-one                | £40 for 45 minutes or £49 for 60 minutes | 45 minutes is usually suitable for KS3 and many GCSE students.                   |
| A-level one-to-one                     | £43 for 45 minutes or £52 for 60 minutes | Subject and tutor availability may affect the offered format.                    |
| Small groups and home-education groups | Price shown on the booking page          | Usually purchased in blocks of four lessons.                                     |
| Masterclasses and short courses        | Price shown before booking               | The date, duration, subject and included resources are confirmed for each event. |
| Introductory trial                     | Normally free for 30 minutes             | No obligation to continue.                                                       |

Existing families may have a protected historic price. Any discount, scholarship place, referral arrangement or bespoke fee must be confirmed in writing and does not create an entitlement to the same price for another service, student or future booking.

Unless stated otherwise, prices include all ordinary lesson preparation and administration. Optional additional work, such as substantial marking outside lessons, may be charged only when agreed in advance.

## 5. Payments and invoices

### 5.1 One-to-one tuition with an agency tutor

- The total lesson price is divided between the tutor fee and the Steffi Hesketh Tutoring agency and administration fee. The split is stated in writing before paid lessons begin.
- The tutor fee is paid directly to the tutor in the manner agreed with that tutor, normally weekly, monthly or in a block. Unless a monthly arrangement has been agreed, payment should reach the tutor at least 24 hours before the lesson.
- The agency fee is normally calculated by calendar month and paid using the Stripe link supplied for that student. It must be paid by the date stated on the request and no later than the 5th day of the following month unless a different date is agreed.
- The parent must use the correct payment link and provide the requested student, tutor and payment-month information so that the payment can be allocated.
- If either part of the price remains overdue after a reminder, future lessons may be paused. Pausing lessons does not cancel sums already due.

### 5.2 Groups, masterclasses and direct services

- Group blocks, masterclasses and any service supplied directly by Steffi Hesketh Tutoring are paid using the booking method shown, normally in advance.
- A booking is confirmed only when payment has been received or a written payment plan has been agreed.
- Invoices or receipts can be provided on request. Parents are responsible for keeping payment details up to date.

#### No hidden total

The total price, duration and payment structure will be made clear before the first paid lesson. Parents should ask before proceeding if any part of the payment split is unclear.

## 6. Cooling-off rights for distance contracts

Where a consumer contract is agreed online, by telephone or by message, the parent normally has 14 days from the date the contract is concluded to cancel without giving a reason, subject to the legal rules for services.

- A parent may cancel by a clear statement sent by email, message or the model form at the end of this document.
- If the parent asks for tuition or agency services to begin during the 14-day cooling-off period, the parent expressly requests early performance of the service.
- If the parent then cancels during the cooling-off period, a proportionate amount may be payable for services properly supplied before cancellation.
- If a service has been fully performed during the cooling-off period after the parent expressly requested early performance and acknowledged the effect on the right to cancel, the cooling-off right may end once the service is fully performed.
- Refunds due following a valid cooling-off cancellation will be made without undue delay and normally within 14 days, using the original payment method where possible.

The ordinary lesson cancellation rules below apply in addition to statutory cooling-off rights and do not reduce them.

## 7. Cancelling or rearranging lessons

### 7.1 Parent or student cancellation

- At least 24 hours notice should be given to cancel or rearrange an individual lesson. The tutor will try to offer an alternative time but cannot guarantee one.
- Where less than 24 hours notice is given, or the student does not attend, the full lesson price is normally payable because the time has been reserved and is unlikely to be reallocated.
- A late-cancellation charge may be waived or reduced where the tutor can refill the slot or where exceptional circumstances justify discretion. This is considered fairly and case by case.
- Arriving late does not normally extend the lesson because another student may follow. If the tutor is late, the time will be made up or a proportionate adjustment will be offered.
- A parent must notify both the tutor and the business if a payment dispute or cancellation affects the agency fee as well as the tutor fee.

## 7.2 Tutor or business cancellation

- If a tutor cancels, the parent will not be charged for an undelivered lesson. The lesson will be rearranged, credited or refunded as appropriate.
- If a group or masterclass is cancelled by the business, parents will be offered a rearranged session, credit or refund for the affected service.
- The business is not responsible for unavoidable delay outside reasonable control, but will act fairly, communicate promptly and refund any service that cannot be supplied.

## 8. Ending recurring tuition

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- Parents should give at least two weeks written notice to end a recurring one-to-one arrangement. Lessons already scheduled within the notice period remain payable unless cancelled under the 24-hour rule or otherwise agreed.
- The notice period does not prevent immediate termination where the tutor or business has committed a serious breach that has not been remedied, or where safeguarding requires an immediate change.
- Tutors should also give reasonable notice when ending an arrangement. The business will try to offer an alternative tutor but cannot guarantee identical availability or price.
- Unused advance payments will be refunded or credited after deducting only sums properly due for services already supplied or direct loss caused by a fair cancellation term.

## 9. Group tuition and masterclasses

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- Group places are normally purchased in blocks of four and are allocated on a first-come, first-served basis.
- The date shown at booking may be the first lesson in a recurring block. Parents must read the full booking description before paying.
- A missed group lesson is not normally refundable because the place has been reserved and the group runs regardless of individual attendance. A recording or resource may be offered where the session was recorded and sharing is appropriate.
- Group size, level, exam board and tutor are stated or described before booking. The business may move a student to a more suitable group after discussion if the original level is not appropriate.
- Students must not share group links, recordings, resources, names or images of other participants.
- Unless automatic renewal has been expressly agreed, a parent can simply decline the next block. A place is not guaranteed until rebooking is completed.

## 10. Online lesson requirements

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- The parent is responsible for a working device, suitable internet connection, required software, basic stationery and a safe, appropriate place to learn.
- A responsible adult remains responsible for the student at home. The tutor does not provide childcare and cannot respond physically in an emergency.
- The student should join using their own first name or another name agreed with the tutor and should not display unnecessary personal information.
- Camera use is optional unless a specific reason has been discussed. Students may use audio, chat, shared documents or other reasonable adjustments.
- If a tutor-side technical problem substantially prevents a lesson, the missed time will be rearranged or credited. If a student-side technical issue prevents attendance, the tutor will try to help, but the lesson may remain chargeable where the time was reserved.
- Lessons must take place in an appropriate environment. Everyone must be suitably dressed and behave respectfully.

## 11. Communication and safeguarding

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- Routine communication about a child should include the parent. Parent-tutor WhatsApp groups or email threads are preferred over private one-to-one messaging with a child.
- Tutors must not add students to personal social media accounts, communicate secretly, or arrange face-to-face contact outside the agreed service.
- Parents must share relevant safeguarding, health or SEND information that is necessary to keep the student safe and make reasonable adjustments.
- Safeguarding concerns are handled under the Safeguarding and Child Protection Policy. Confidentiality may be overridden where information must be shared to protect a child or another person.
- Aggressive, discriminatory, abusive or threatening communication is not accepted. The business may set communication boundaries or end a service where this is necessary and fair.

## 12. Tutor changes and service interruptions

- A parent may ask for a different tutor if the match is not working. The business will discuss concerns and try to rematch, but availability cannot be guaranteed.
- The business may change or withdraw a tutor for safeguarding, suitability, availability, illness, performance or contractual reasons. Only information necessary to explain practical arrangements will normally be shared.
- Where a tutor leaves, the parent remains responsible for sums due for completed lessons and the business remains responsible for any agency service already supplied.
- No fee is charged for a lesson that neither the tutor nor a suitable replacement delivers.

## 13. Educational responsibility and outcomes

- Tuition supports learning but does not replace school attendance, home-education responsibilities, medical or therapeutic support, or the parent's responsibility to arrange exam entry.
- Tutors use professional judgement and may recommend homework, assessments or changes in focus. Parents should raise concerns promptly so the plan can be reviewed.
- Grades, examination results, admissions outcomes and rates of progress cannot be guaranteed. They depend on attendance, effort, prior knowledge, health, school provision and other factors beyond the tutor's control.
- Parents are responsible for checking current exam-board specifications, exam-centre arrangements and access arrangements with the relevant school or centre.

## 14. Resources, recordings and intellectual property

- Lesson resources, recordings, slides, worksheets and feedback are provided for the student's personal educational use only unless written permission says otherwise.
- Parents and students must not sell, publish, upload, copy widely, edit deceptively or share materials or recordings outside the immediate household.
- Lessons may be recorded only under the Online Tuition, Acceptable Use and Recording Policy. Parents and students must not make their own recording or screenshot without prior permission.
- A recording will never be used for public marketing without separate, specific permission.

## 15. Liability and statutory rights

The tutor and the business will provide their respective services with reasonable care and skill. Nothing excludes liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud, or a consumer's statutory rights.

- The business is responsible for loss that is a foreseeable result of its breach or failure to use reasonable care and skill in providing the agency service.
- The business is not responsible for purely indirect or unforeseeable loss, lost educational opportunity caused by factors outside its control, or the failure of a third-party platform where reasonable alternatives are offered.
- The tutor is responsible for the professional delivery of the lesson. The business will nevertheless receive and investigate concerns about any tutor it has introduced.
- Nothing in these terms prevents a parent from seeking a statutory remedy where a service is not supplied with reasonable care and skill.

## 16. Complaints, suspension and termination

- Concerns should first be raised promptly with the tutor or with Steffi Hesketh Tutoring at [steffiheskethtutoring@gmail.com](mailto:steffiheskethtutoring@gmail.com). Formal complaints are handled under the Complaints Policy.
- Safeguarding concerns must be reported immediately under the Safeguarding and Child Protection Policy and will not wait for the ordinary complaints timetable.
- The business may pause or terminate services for serious or repeated non-payment, abuse, harassment, unsafe behaviour, safeguarding risk, misuse of recordings or resources, or another substantial breach.
- Where the business ends a prepaid service, unused sums will be refunded unless retaining a limited amount is fair and reflects services supplied or direct loss caused by the breach.
- Ending the arrangement does not affect rights, liabilities or payment obligations that arose before termination.

## 17. General legal terms

- Changes to these terms will be communicated before they apply to future services. A material change will not be applied retrospectively to a prepaid block without agreement.
- If one term is unenforceable, the remaining terms continue to apply.
- A delay in enforcing a right does not waive that right.

- These terms are governed by the law of England and Wales. Consumers may also have the right to bring proceedings in the part of the United Kingdom where they live.
- Business correspondence address: Southampton, Hampshire, United Kingdom. The full service address is included in the booking confirmation or invoice and is available by contacting [steffiheskethtutoring@gmail.com](mailto:steffiheskethtutoring@gmail.com).

#### Contact Steffi Hesketh Tutoring

**Email:** [steffiheskethtutoring@gmail.com](mailto:steffiheskethtutoring@gmail.com)

**Phone / WhatsApp:** 07802 828910

**Website:** [www.steffiheskethtutoring.co.uk](http://www.steffiheskethtutoring.co.uk)

**Based in:** Southampton, Hampshire, United Kingdom

## 18. Model cancellation form

Complete and send this only if you wish to cancel a distance contract within the statutory cooling-off period. You may instead send any clear statement containing the same information.

| Field                             | Information                                                                                                    |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------|
| To                                | Steffi Hesketh Tutoring - <a href="mailto:steffiheskethtutoring@gmail.com">steffiheskethtutoring@gmail.com</a> |
| Cancellation statement            | I / We give notice that I / we cancel the contract for the following service:                                  |
| Service booked                    |                                                                                                                |
| Date contract was agreed          |                                                                                                                |
| Parent / consumer name            |                                                                                                                |
| Address                           |                                                                                                                |
| Signature (only if sent on paper) |                                                                                                                |
| Date                              |                                                                                                                |

## Legal and guidance framework

This document has been prepared with reference to the following legislation and official guidance in force or published at the approval date:

- Consumer Rights Act 2015, including the requirement to provide services with reasonable care and skill.
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- Competition and Markets Authority guidance on fair consumer contract terms and cancellation charges.
- Department for Education safeguarding guidance for out-of-school settings, including private tuition, updated February 2026.
- Equality Act 2010 and relevant data protection law.

*This policy is reviewed at least annually and sooner when relevant law, guidance, systems or business arrangements change.*