

We are very pleased to welcome you to Superior Learning and excited to be working closely with your children to build their confidence and achieve their goals.

Before we begin, there are a few areas to which we feel we need to provide clarity to make this an efficiently run process for all involved. Our experiences have shown that establishing a few guidelines makes everything run smoother and enables your child to get the most out of their learning sessions.

Year Structure

Our school year is broken up into 3 terms or 6 half terms. All tuition is done in blocks of half terms so you will receive 6 invoices annually (possibly more if you decide on holiday tuition). Invoices will be sent out roughly 2 weeks before each half term starts with dates specified. Whilst some schools have different half terms, the dates on the invoice will be the ones that structure the tuition year for your child. If this causes any issues or discrepancies please let us know and we will be very happy to accommodate any changes that need to be made – we're very flexible! It is kindly asked that you do not tailor your own year and/or make changes to invoice balances (eg. Charlie is away this week so I've just transferred x amount). Each session throughout the year is a unit and we need to make sure that we're maximising as much of it as we can – if the invoice is for 6 weeks, please pay the 6 weeks and we'll find a time and date to make up anything that has been missed. Unfortunately for Monday people, bank holidays are not a part of our annual rota – these days (unless requested) will not appear on your invoice. The year is absolutely full of long breaks and holidays and we're around for all of them to make up any sessions missed.



Payment

Please note that Superior Learning acts as an agent on behalf of our team of tutors. Superior Learning charge an agency registration fee of £50.00. Payment for tuition is sent out in advance. The reason for this is because it guarantees us that all possible slots are filled for that half term. It is specified at the bottom of each invoice that payment is asked to be made within 15 days of receipt of the invoice. If, for some reason, you need more time or can't make payment (or away or don't have access to banking), don't hesitate to let us know and we'll happily oblige in granting an extension but please let us know regardless. Please also note that we do not accept cash or cheques. As of 01/06/2019 a late admin fee of £12.00 will be added to your invoice if not paid 3 days after the due date.

Missed lessons

If, for any reason, a session is missed due to illness or any other circumstances we're very happy to make it up at any point over one of the many breaks or during another time in the week. Sometimes cancellations are unavoidable. We are happy for you to cancel up to an hour before your session is due to start. If you cancel within the hour before your session you are liable to pay for the full fee. We ask our tutors to keep in regular contact with you to ensure there is no muddle over when sessions are due to take place. Please help them with this by keeping in regular contact to confirm. It is kindly requested that all missed sessions are completed before the beginning of the next official term. In some cases, we can even bank missed lessons to make up over times like Easter, Christmas and summer but making deductions from next invoices is not ideal. If you've missed lessons, we ask that you are responsible for pro-actively organising make-up sessions with your tutor.



Food in lessons

Whilst we understand that children, at certain times, need a bit of fuel, we have learned that having food and/or drinks on the desk can cause great distractions and really fragment the flow of a lesson. As we want your children and our pupils to get the most out of a learning session we recommend your child is fed prior to the lesson. Our findings have shown if it is on the table, they will use it to continually draw themselves away from the task. At the end of the day we want your child to get the most out of the learning session as possible so they can maximise their potential.

Cancellation Notice Period

Inevitably, we know that the time will come when your child will have finished their exams or just need a break. We ask that you give two weeks notice (14 days) of declaration of intention to stop. In other words, you will be liable for the sessions remaining within the 14 days that follow your date of intent to stop. For many of our team this is their livelihood and a sudden stop in weekly income is not ideal. For scope, clients usually decide to stop a half term ahead of time to make the transition easier and to appoint our tutors to a new client.

Punctuality

As we are sure all of you can attest, London has its ways of making us late and sometimes it's out of our control. If we're ever a bit behind it's because something, usually traffic related, has put us off schedule – so, our apologies in advance if we are ever late by a few minutes. If we are late showing up to your house, you will always get the full length of your session.





Referrals

And finally as a thank you, any new clients that you refer to Superior Learning will be rewarded with a session deduction from your invoice. This is provided that they get through a minimum of one term with us.



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