

Payment & Cancellation Policy

Overview

This policy outlines our procedures for payments, invoicing, cancellations, and rescheduling of tuition sessions. It applies to all private clients and school contracts unless otherwise agreed in writing.

AM to PM Tutors is committed to operating transparently and fairly. We aim to balance flexibility for families with professional standards for tutor time and scheduling.

Session Fees

- Standard Hourly Rate: £30 per hour
- Group Sessions: £30 base rate + £10 per additional student (max 5 students)
- Travel Fees: Additional mileage charges may apply for sessions outside of the tutor's local area (£0.45/mile)

Invoicing

- Invoices are issued weekly or monthly, depending on the client's preference.
- All payments are due at least 24 hours before the next scheduled session.
- Payment instructions and due dates are clearly indicated on the invoice.
- We accept payment via bank transfer or standing order.

Failure to pay on time may result in the suspension or cancellation of scheduled sessions.

Cancellations

To cancel a session without charge, at least 24 hours' notice must be given.

- Cancellations made less than 24 hours in advance will be charged at the full session rate, except in cases of emergency or sudden illness.
- Missed sessions without any notice will also be charged in full.
- If a tutor needs to cancel, we will offer an alternative time or substitute tutor where possible.

Rescheduling

We are happy to reschedule a session when availability allows.

- Requests to reschedule must be made at least 24 hours in advance.
- Sessions can be rescheduled within the same calendar month where possible.

Payment & Cancellation Policy

Refunds

Refunds will only be issued:

- If payment has been made in advance for a session cancelled with more than 24 hours' notice
- If AM to PM Tutors cancels a session and cannot offer a suitable alternative

Contact & Enquiries

For payment issues, cancellations, or questions about your invoice, please contact:

- Email: admin@amtopmtutors.com
- Phone: 07972 174326

Thank you for working with AM to PM Tutors and supporting a positive, professional learning environment.

Cancellations

To cancel a session without charge, at least 24 hours' notice must be given.

- Cancellations made less than 24 hours in advance will be charged at the full session rate, except in cases of emergency or sudden illness.
- Missed sessions without any notice will also be charged in full.
- If a tutor needs to cancel, we will offer an alternative time or substitute tutor where possible.

Repeat Cancellations

Ongoing or repeated cancellations (e.g. more than 3 in a term) may result in a review of the student's tuition slot. AM to PM Tutors reserves the right to reallocate time slots if attendance becomes inconsistent.

