EmpowerEd North

Home tuition terms & conditions

Simple arrangements for learning together | 9 September 2026

Please read these terms alongside your written booking confirmation before agreeing tuition. They apply to individual home tuition with Janice March, EmpowerEd North. Sensory stories and commissioned placements have separate arrangements.

1. Agreeing the right support

Tuition is for learners aged 5 and over, including those needing academic help or confidence building and those with additional needs. Before you book, we agree suitability, subjects and learning level, goals, location, dates, session length, frequency and adult involvement. Tuition is tailored to the learner; particular grades or outcomes cannot be guaranteed. Teaching will be provided with reasonable care and skill.

2. Fees and payment

Tuition starts at £35 per hour. Your individual quote includes any agreed travel charge, reflecting location, travel time and costs. The total price, payment method and payment deadline are confirmed in writing before booking. Changes to fees or arrangements must be agreed before they apply to future sessions. There are no unannounced extra charges.

3. A safe and helpful learning space

Please share relevant learning, communication, medical and safety information, and tell us about changes that could affect a session. We agree a suitable space and parent/carer availability before starting. For under-18s, an agreed responsible adult must be available as set out in the booking confirmation. Tuition is an education service, not a childcare arrangement. Sessions may be paused or stopped if there is an immediate safety or safeguarding concern; we will discuss the next steps promptly.

4. Cancelling or changing a session

Please give at least 48 hours' notice by emailing admin@empowered-north.co.uk. With 48 hours or more, there is no cancellation charge; any payment for that session can be refunded or moved to a new date by agreement. With less notice, or if a session is missed, any charge will be limited to the reasonable actual loss, capped at the agreed session price, after deducting saved costs and income from a replacement booking. No automatic full fee applies. We will consider illness and exceptional circumstances fairly and explain any charge.

If Janice cancels, you may choose a replacement session or a full refund for the cancelled session. Please tell us promptly if you need to stop regular tuition; the same session cancellation arrangements apply. Statutory cancellation rights on page 2 take priority.

Your rights and keeping in touch

5. Your cooling-off rights

Where statutory cancellation rights apply to a booking made online, by email, by phone or away from business premises, you have 14 days from the day after the contract is agreed to cancel without giving a reason. Email a clear statement to admin@empowered-north.co.uk before the deadline. You may use the wording below, but do not have to. Any refund due will be made within 14 days of being told of your cancellation, using the original payment method unless you agree otherwise, without a refund fee.

If you want tuition to start during that period, we will ask for your express request in writing first. If you then cancel, you only pay a proportionate amount for tuition already provided at your request, where the legal requirements have been met. The right to cancel ends on full performance only where you expressly requested this and acknowledged that the right would be lost. The 48-hour session policy does not override these rights.

Optional cancellation wording

To: Janice March, EmpowerEd North, admin@empowered-north.co.uk

I give notice that I cancel my home tuition contract.
Date the contract was agreed: _____
Parent/carer or adult learner name: _____
Address: _____
Date: _____
Signature (only if sending on paper): _____

6. Privacy and safeguarding

Personal information is handled in line with our Privacy Notice. Information may be shared where necessary to protect a child or adult or meet a legal duty. Our safeguarding, first aid, privacy and complaints policies are available at www.empowered-north.co.uk/policies.

7. Questions, concerns and booking confirmation

Please contact Janice at admin@empowered-north.co.uk so we can discuss concerns and try to put things right. Our Complaints Policy explains the next steps. Your written booking confirmation will include the provider’s business address and contact details, agreed session arrangements, total fees and payment terms. Keep a copy of it and these terms. Nothing here limits your statutory consumer rights, including rights where services are not provided with reasonable care and skill.