

Terms and Conditions

ILM Tuition Centre Ltd

These Terms and Conditions govern the use of tuition services provided by ILM Tuition. By enrolling your child or yourself in our tuition service, you agree to comply with and be bound by these Terms.

Key points before you enrol:

- Fees are charged monthly in advance and are non-refundable — this includes missed sessions due to illness, holidays, or any other personal reason.
- 4 weeks' written notice is required to cancel or withdraw.

1. Services Offered

Our tuition programme covers a wide range of subjects delivered in group sessions. One-to-one sessions may also be available upon request, subject to tutor availability. We are committed to teaching all chosen subjects thoroughly, helping your child acquire and strengthen knowledge where they need support.

While we provide targeted academic support, we encourage parents/guardians to take an active role in their child's learning journey, given the limited time the tutor has with your child. This may include:

- Supporting with homework and revision.
- Providing a calm and encouraging environment.
- Minimising stress and promoting consistent routines.

2. Payment Terms

- Fees are charged on a monthly basis, payable in advance.
- Payment is due on or before the first day of each calendar month.
- Non-payment may result in suspension or termination of services until payment is received.
- We accept payment via bank transfer or standing order.

3. Missed Classes and Refunds

Fees are non-refundable. This applies in all cases, including missed classes due to illness, holidays, or personal commitments — we do not offer refunds or reductions for missed group classes, regardless of reason.

In certain circumstances, we may offer the opportunity to join the class via Zoom if you are unable to attend on-site. You must notify us immediately to arrange this.

4. Cancellation and Withdrawal

- A minimum of 4 weeks' written notice is required to cancel or withdraw from classes.
- Notice must be submitted via message to 07761 923113 or in writing to our office.
- Failure to provide adequate notice will result in the full charge of the following month's fees.

Leaver Reconciliation: On leaving, the total fees paid during enrolment will be compared against the number of sessions actually delivered, calculated at a backstop rate of £60 per session (Year 5) or £40 per session (Year 4). If the amount paid exceeds the value of sessions delivered, the difference will be refunded. If the amount paid is less than the value of sessions delivered, the difference will be charged.

Joiner Policy: Students joining part-way through a month will be charged for that month at the applicable backstop rate (£60 per session for Year 5, £40 per session for Year 4) for the sessions remaining. The standard flat monthly fee will apply from the following calendar month onward.

5. Class Schedule and Changes

Classes run throughout the year. We reserve the right to make changes to the schedule, location, or tutor assignment where needed, including to accommodate Eid or other festivals falling outside standard school holidays.

If a change to the schedule is required, we will communicate this at least 2 weeks in advance. Students will join the rescheduled lesson in place of the original session. We do not offer refunds if a child is unable to attend the rescheduled date.

6. Student Conduct

All students are expected to behave respectfully and cooperatively during classes. Disruptive behaviour may lead to removal from the group after appropriate warnings.

7. Public Holidays and Breaks

Classes generally run in line with school term times, except where we may need to rearrange or cover missed material. Classes will also run during the summer holidays for students sitting exams in September.

8. Limitation of Liability

While we strive to provide high-quality education and support, **we do not guarantee a pass or any specific result.** We are not liable for any indirect or consequential loss resulting from the use of our services.

9. Data Protection

We collect and store student and parent/guardian data in accordance with applicable data protection laws. Your information will be used solely for service-related communication and administration.

10. Right of Refusal

We reserve the right to refuse service or remove any student from our classes.

11. Agreement

By making payment and/or attending our classes, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

Contact Information

ILM Tuition Centre Ltd

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