



Terms and Conditions for Bright Owl Online Tutoring

Bright Owl Tutoring™ provides tuition services under the following terms and conditions and reserves the right to update these terms. Clients will be notified of any changes in writing.

Terms & Conditions

1. Booking

- Tuition is available online and, where agreed, in person.
 - A parent or guardian must make all bookings for students under 18.
 - Lessons are confirmed once the booking has been agreed by both parties.
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2. Fees & Payment

- Tuition fees are published on the Bright Owl Tutoring website.
 - Payment can be made by bank transfer, debit/credit card or TWINT where available.
 - Payment is normally requested before the first lesson, unless otherwise agreed.
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3. Cancellations

- Individual lessons may be cancelled or rescheduled with at least **24 hours' notice**.
 - Cancellations made with less than 24 hours' notice may be charged in full.
 - If I need to cancel a lesson, it will be rearranged or refunded.
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4. Lesson Packages

- Discounted lesson packages are available.
 - Lessons within a package may be rearranged with at least **24 hours' notice**.
 - Packages should normally be used within the **three months**, unless agreed otherwise.
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5. Online Lessons

- Online lessons are delivered using the platform Pencil Spaces.
 - Parents will receive a registration link before the first lesson.
 - Students should join lessons on time with a suitable device and internet connection.
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6. Safeguarding

Your child's safety and wellbeing are my priority.

I hold an **Enhanced DBS Certificate**, undertake regular safeguarding training (*most recently March 2026*), and am a member of **The Tutors' Association**.

My Safeguarding Policy is available on request and on the website.

7. Communication

Progress updates and lesson feedback may be provided following sessions where appropriate.

8. Confidentiality & Data Protection

Personal information is handled confidentially and in accordance with UK GDPR.

Bright Owl Tutoring™ is registered with the Information Commissioner's Office (ICO).

9. Agreement

By booking tuition with Bright Owl Tutoring™, you confirm that you have read and agree to these Terms & Conditions.

Parent/Guardian

Name: _____

Signature: _____

Date: _____