Terms and Conditions

Primary Steps Tutoring
Last updated: 16th April 2026

These Terms and Conditions ("Terms") govern the use of tutoring services provided by **Primary Steps Tutoring** to clients ("Client", "you") in the United Kingdom.
By engaging in our tutoring services, you agree to be bound by these Terms. Please read them carefully.

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1. Tutoring Services

1.1 Primary Steps Tutoring provides tutoring services for a range of subjects and academic levels, including preparation for the 11+ entrance exams and other primary education support.
1.2 Primary Steps Tutoring will assign a suitably qualified tutor ("Tutor") based on the individual needs and requirements of the Client or student.
1.3 Tutoring sessions may take place in person at an agreed location or online via a secure platform.
1.4 The frequency, duration, and timing of tutoring sessions will be agreed upon between the Client and the Tutor.
1.5 Primary Steps Tutoring aims to maintain continuity of service; however, we reserve the right to reassign Tutors or adjust timetables when necessary, with reasonable notice provided.

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2. Payment

2.1 For Private Clients (Parents and Guardians)

a. All fees for tutoring services are payable **monthly in advance**, 48 hours prior to the first session of each month **(term-time only)**
b. Accepted payment methods include **Pay Pal** or **bank transfer** or any other method agreed in writing.
c. Invoices will be issued at least **7 days before the payment due date**.
d. If payment is not received within 7 days of the due date, Primary Steps Tutoring reserves the right to:

- Apply a **£10 late payment fee** per overdue payment to cover administrative costs.
- **Suspend further tutoring sessions** until the account is brought up to date.
  If you anticipate any difficulty in meeting a payment deadline, please contact us promptly to discuss alternative arrangements.

2.2 For Commercial Clients (Schools, Businesses, and Organisations)

a. Payment terms for commercial clients are **strictly 30 days** from the date of invoice, unless otherwise agreed in writing.
b. Invoices not paid by the due date may incur:

- Statutory interest at **8% per annum above the Bank of England base rate**, calculated daily.

- A fixed late payment fee of **£40** (for debts under £1,000), **£70** (for debts between £1,000–£10,000), or **£100** (for debts over £10,000), as permitted under the Late Payment of Commercial Debts (Interest) Act 1998.

- Recovery of reasonable costs incurred in pursuing overdue amounts, including legal fees or collection agency costs.
  c. Primary Steps Tutoring reserves the right to **suspend services or withhold further sessions** until outstanding invoices are paid in full.

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3. Cancellations and Rescheduling

a. Clients must provide at least **48 hours' notice** for session cancellations or rescheduling requests. **One session per term** will be refunded or rescheduled, **all other cancelled sessions are non-refundable.**

b. In unforeseen circumstances, Primary Steps Tutoring may need to cancel or reschedule a session. Reasonable notice will be given, and a replacement session or refund will be arranged where possible.
Primary Steps Tutoring discretion.