

**The Learning Nest**

**Terms and Conditions**

**Lessons and Pricing**

All lessons are conducted online using the Zoom platform. Students and families are expected to become familiar with the Zoom platform. The pricing, scheduling, and duration of lessons depend on the options selected through the online booking system. This information will be confirmed and clearly communicated between The Learning Nest and families. Payment for tuition must be completed online before the commencement of the first lesson.

**Holidays, Absences and Lateness**

Tuition will proceed as usual on bank/public holidays and during school holidays (following [Scottish Borders Council school holidays](https://www.scotborders.gov.uk/schools-learning/term-holiday-closure-dates/2)), unless a rescheduling is arranged by either party for a different date or time.

Refunds will not be issued for illness or other reasons classified as non-emergency unless a minimum notice of 24 hours is provided. Additionally, no alternative lessons will be arranged under these circumstances.

For clients who have purchased an 8-week block of tuition, The Learning Nest will accommodate one absence (with less than 24 hours’ notice) per block by offering an alternative session.

Internet, power, hardware, or software failures that are beyond anyone's control (including both tutor and student) and occur at any point during a lesson will not qualify for additional lesson provisions unless this occurs within the first 15 minutes of the lesson.

Arrival later than 15 minutes to a lesson will be regarded as a cancellation, and the full lesson fee will apply with no alternative session offered.

If the tutor must cancel a tutoring session, efforts will be made to notify you as early as possible, ideally 48 hours in advance. However, should a cancellation occur at short notice, the notification period cannot be guaranteed. If a cancellation is necessary, a make-up tutoring session or a recorded lesson will be offered.

Under circumstances of significant or extreme adverse conditions, we reserve the right to terminate the tutoring contract immediately, without notice, and without providing a reason. Refunds or reimbursements for any outstanding tutoring sessions are not guaranteed.

**Recordings**

Please be advised that all tutoring sessions may be recorded for the purposes of quality assurance, educational enhancement, and to support the progress of students. By participating in these sessions, you consent to such recordings.

**Photos**

From time to time I take photos of children’s work and activities taking place.  These may be published on my website and on social media. Children’s faces are not shown in photos and names will not be shown online in photos.