



TERMS & CONDITIONS

Year 4

Reviewed March 2025

Please ensure you have read these Terms and Conditions carefully before registering and paying for your child's tuition. These Terms & Conditions are between Cedar Tree Tuition and the client and are deemed to be accepted by the client when the client completes the registration form and pays the deposit via the website.

TUTOR QUALIFICATIONS

All Cedar Tree Tuition's tutors are fully qualified teachers. The Cedar Tree Tuition tutor-selection process includes obtaining professional references and DBS checks for all tutors and teaching assistants. Our tutors and teaching assistants are given a formal induction.

Cedar Tree Tuition is a professional member of The Tutors' Association (membership number: 63915732). The Tutors' Association is the only professional membership body for tutoring and the wider supplementary education sector in the UK and is recognised as such by the UK government. Membership of The Tutors' Association signifies a commitment to its Code of Practice, to the profession, and to upholding the highest standards of safeguarding, professional practice and ethical behaviour.

Cedar Tree Tuition has policies and procedures for safeguarding, complaints, child collection procedures, and data collection.

THE CURRICULUM

Our tutors teach a carefully designed, set curricula for all groups studying for the South West Herts Schools Consortium examinations. Should any sessions be missed, children will be expected to catch up at home, preferably with some adult support. Tuition will be delivered in a calm and quiet environment that is conducive to good concentration.

Each 1-hour session will be split between maths and verbal reasoning.

The full programme runs from September to July and consists of three termly blocks of weekly sessions that coincide with the school term dates. On occasion the first and last week of the school terms may not include sessions, so please check the payment schedule for the dates. Payments for the sessions are made in termly blocks.

The breaks in the programme coincide with the half term, Christmas, Easter and summer breaks of schools run by Hertfordshire County Council. Homework may be provided for the breaks.

It is advisable for your child to start tuition for their examinations by the beginning of Year 4 for them to learn the full curriculum in both subjects and have time for revision and test practice. They only have one chance to do the test, so it is vital that they have enough time to consolidate new learning. All the learning will complement their education in school, topping up and building on skills, as well as building confidence. It's important that all pupils feel safe, motivated and engaged, and our tutors aim to build trust and a positive rapport with all our pupils so they can reach their full potential and apply new skills confidently.

HOMEWORK

Homework is assigned after each session based on the material covered in the session, except during test weeks when we take a break. Preparing for examinations is a significant challenge and should be a collaborative effort; incorporating homework into family schedules, with adults at home assisting and supporting the completion of tasks, markedly improves outcomes. Establishing a regular homework routine and spreading tasks throughout the week is the most effective method. We understand that certain weeks may be busier than others, so there is an

opportunity to catch up during test weeks. If your child feels overwhelmed, a good strategy is to tackle a few questions from each exercise in the textbooks provided. Answer banks and instructions for all homework are emailed to parents in advance of that week's sessions—please ensure your child does not complete this before the session. To allow all teaching staff to be available to provide support during the sessions, we ask parents to mark homework at home. We will then review this in the sessions and help with any misconceptions. Involving parents in marking homework provides valuable insights into a child's academic progress and highlights areas requiring further attention. Immediate feedback and support are also crucial for boosting confidence and motivation in pupils.

TEST PRACTICE AND FEEDBACK

One in four sessions will be a test session. These will be based on previous learning and designed to: make sure that your child is well versed in what the real test will look and feel like on the day; provide tutors with an understanding of any gaps in learning; and give you an idea of your child's progress and ability against the full Cedar Tree Tuition cohort.

Parents and guardians will be given feedback on these tests in the form of an anonymised data sheet labelled with a code that will be assigned to your child before the first session. On this data sheet, you will be able to see which question types your child was successful in and which may need further practice. High frequency errors are reviewed in the subsequent session, and you will receive these test papers after the following session, and it is important to review these with your child at home.

If you wish to have a conversation with one of our tutors or ask us a question, please email info@cedartreetuition.co.uk. There will be a quick turnaround at drop-off and collection, and, for safeguarding reasons, the priority of tutors and teaching assistants during that time will be to ensure that the children are safe. It is therefore not a good time to have an in-depth conversation. We will endeavour to respond to your email as soon as possible and arrange a time for a 10-minute phone call with the tutor if they feel the issue cannot be dealt with over email.

TEST OUTCOMES

We strive for excellent test results and make test preparation and mental wellbeing a core element of our practice. However, there are many factors that can influence a pupil's scores. Cedar Tree Tuition will not be held accountable for any child achieving a low score in the test or being unsuccessful in securing a desired school placement.

Although we can provide some advice on the administrative process for the test, you as the parent/guardian are responsible for all aspects of registering your child to take the test.

Please check the official test website for more details: <https://www.swhertsschools.org.uk>.

Please also see the Key Information page on our website for further information.

BEHAVIOUR

Good behaviour is essential for effective learning. All the adults at Cedar Tree Tuition will endeavour to ensure that the children we work with feel secure and know where they can seek support should they need it. We ask that all pupils treat the people they interact with respectfully and use the sessions to reach their full potential.

We will contact parents or guardians if there are persistent issues with negative behaviour or if a child is impacting negatively on others. If a child breaks or damages Cedar Tree Tuition's property, parents/guardians will be expected to pay for this in full. If there is no improvement in a child's behaviour, we reserve the right to cancel future sessions and refund the amount for any outstanding sessions.

The use of mobile phones by children and adults is prohibited during our sessions. Similarly, there will be no video recordings or photography in our sessions. Cedar Tree Tuition may request to take photographs of sessions or recordings of our tutors for marketing purposes, but consent for this will be requested in advance.

We take safeguarding very seriously at Cedar Tree Tuition. Please see our separate Safeguarding Policy for further information.

ADDITIONAL NEEDS

Please provide information about any additional needs your child may have on our registration form. This should include any diagnosed special educational needs (SEN) and any information formerly provided by their schoolteacher that may be relevant. The more information provided, the more prepared we can be to meet your child's needs. Should we feel unable to do this, we will advise on next steps. Any sessions that have already taken place with your child will be non-refundable.

Please also note that it is possible to apply for adjustments to the test, such as extra time, with support from your child's school.

The regular assessment cycle provided by Cedar Tree Tuition will give you an idea of your child's level in relation to the cohort and help to moderate your expectations for a school placement.

VENUE CHANGE

Should the session venue need to change, you will be given as much notice as possible. If there is an issue with finding a venue, sessions will be held online until this is resolved. There is usually one session a year that falls on a Bank Holiday – a video recording will be provided for this session.

RESOURCES

Children are responsible for their own belongings, and Cedar Tree Tuition will not be held responsible for the loss or damage of belongings during any of our sessions.

Please ensure your child brings a pencil case containing:

- o two pens (one blue, one coloured)
- o a pencil
- o a ruler
- o a rubber
- o a pencil sharpener
- o a protractor
- o a pair of compasses

There will be a short break before the session starts. We advise you to provide your child with a snack and a drink to have during this break. **Please ensure that none of these snacks contain nuts.**

Each term, there will be a separate £40 fee for textbooks and printed materials. Once a term's sessions have been paid for in full, Cedar Tree Tuition will provide your child with textbooks that **they will need to bring to every session**. Should your child start partway through a term, you may need to purchase the textbooks independently, however there will still be a fee for printed materials.

We suggest that your child has a system for recording and storing vocabulary. Please see our introductory email communication about this. This does not need to be brought to the sessions but will be a practical tool used at home to learn vocabulary. Cedar Tree Tuition utilises an online Quizlet classroom for the learning of vocabulary.

PAYMENT AND FEES (2025 – 2026)

Term dates	Amount	Payment/ cancellation
<p><u>Autumn Term 2025</u> Monday 15th September – Friday 24th October</p> <p>HALF TERM (no session)</p> <p>Monday 3rd November – Friday 12th December</p> <p><i>Please Note: No sessions in the first and last weeks of term</i></p>	<p>12 sessions @£27.50/hour</p> <p>Resources: £45</p> <p>Total due: £375</p>	Monday 4 th August 2025
<p><u>Spring Term 2026</u> Monday 5th January – Friday 13th February</p> <p>HALF TERM (no session)</p> <p>Monday 23rd February - Friday 27th March</p>	<p>11 sessions @£27.50/hour</p> <p>Resources: £45</p> <p>Total due: £347.50</p>	Monday 24 th November 2025
<p><u>Summer Term 2026</u> Monday 13th April – Friday 22nd May</p> <p>HALF TERM (no session)</p> <p>Monday 1st June - Friday 17th July</p> <p><i>Please Note: No sessions in the last week of term</i></p>	<p>13 sessions @£27.50/hour</p> <p>Resources: £45</p> <p>Total due: £402.50</p>	Monday 16 th March 2026

Payment must be made by the deadlines listed above. If you enrol your child after those dates, payment is due immediately and always before the start of the first session.

If your child enrolls part way through the term, you will be charged the pro rata amount of the full fee. Payments will be made via the website and GoCardless.

When you register your child for tuition, you can pay the deposit via our website and then we will send a payment link to the email address you have provided. Cedar Tree Tuition reserves the right to refuse entry to the sessions if we have not received payment. Reminder emails will be sent in advance of payments due. You will be sent an email at least four weeks before the start of the next term's block, inviting you to secure your child's place and arrange payment.

Please see the term schedule above for the payment deadlines. Each term, there will be a fee of £40 for the provision of textbooks, printed homework and assessments.

During the school holidays, it may be possible to arrange bespoke one-to-one sessions to address any learning gaps your child may have. Please email info@cedartreetuition.co.uk to request these, subject to availability.

Clients are not permitted to make private arrangements for tuition with tutors introduced to them by Cedar Tree Tuition. Should you wish to enquire about one-to-one tuition with any of our tutors, please email: info@cedartreetuition.co.uk.

CANCELLATION POLICY

At Cedar Tree Tuition, we recognise the commitment you make when enrolling in our group tuition sessions for a full term.

To accommodate the complexities of planning and delivering these sessions, we have established the following cancellation policy:

1. Payment Terms Full Term Payment

Clients are required to pay for the entire term upfront to secure a place in any group tuition session. This commitment helps us ensure the highest quality of instruction and maintain small, focused groups.

2. Cancellation by Client

- Before Term Start: Clients who cancel their enrolment more than 14 days before the start of the term will receive a full refund minus a £25 administrative fee.
- Within the First Two Weeks: If cancellation occurs within the first two weeks of the term, clients will be refunded 75% of the total tuition fee for the term.
- After the First Two Weeks: No refunds will be provided for cancellations made after the first two weeks of the term, unless a substitution can be found for the remainder of the term.

More than 48 hours' notice is required for a refund of the subsequent session and a £25 administrative fee applies.

This policy reflects the allocation of resources and the impact on group dynamics and planning.

3. Cancellation by Cedar Tree Tuition

Cedar Tree Tuition reserves the right to cancel any group tuition session due to unforeseen circumstances or insufficient enrolment. In the rare event of a cancellation by Cedar Tree Tuition, clients will be offered a pro-rata refund for the individual or remaining sessions of the term, or the option to transfer to another group session, subject to availability.

4. Missed Sessions

Missed sessions are non-refundable. If a transfer to another group can be accommodated, this can occur with reasonable notice.

5. Notice of Cancellation

All cancellations must be communicated in writing via email to Cedar Tree Tuition – info@cedartreetuition.co.uk. The date on which the notice is received by Cedar Tree Tuition will be considered the official date of cancellation.

6. Amendments to Policy

Cedar Tree Tuition reserves the right to modify this cancellation policy at any time. Clients will be notified of any significant changes.

7. Acceptance of Terms

Enrolment in a group tuition session for a term constitutes acceptance of this cancellation policy. This policy aims to balance the need for consistent, high-quality group tuition sessions with the flexibility our clients may require due to unforeseen changes. If you wish to cancel your child's enrolment on the programme for the following term, please provide notice to info@cedartreetuition.co.uk, so that the space can be offered to our waiting list. The deadline for this is one month before the end of the term. Please see the payment schedule for the term dates, along with the deadlines for payment/cancellation.

ATTENDANCE

The termly blocks are fixed, and no refund will be offered if your child misses a session due to illness, holidays or any unforeseen circumstance. If there is space in another tuition group on another day, it may be possible for your child to attend that session instead, depending on availability.

If a tutor is unable to attend a session, we will endeavour to replace that tutor as soon as possible to minimise disruption to your child's progress. If we are unable to deliver a session, a refund will be offered for that individual session.

Please see our Collection Procedure (included in your introductory email) for information about the procedure for dropping off and collecting your child. Please note that if you are more than 15 minutes late collecting your child, there will be a charge, as detailed in the procedure.

COVID CONTINGENCY

Should your child have Covid-19 symptoms, please do a lateral flow test before the session to ensure your child does not have Covid-19 and consider keeping your child at home.

According to [nhs.uk](https://www.nhs.uk), Covid-19 symptoms in children under 12 include:

- a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)

- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- a loss or change to your sense of smell or taste
- shortness of breath
- feeling tired or exhausted
- an aching body
- a headache
- a sore throat
- a blocked or runny nose
- loss of appetite
- diarrhoea
- feeling sick or being sick.

Please check [nhs.uk](https://www.nhs.uk) regularly for up-to-date advice on Covid-19 symptoms in children under 12. If your child has Covid-19 and is unable to attend a session, that week's learning will be sent to you by email, and the tutor will ensure that they have a one-to-one catch-up with your child in the following session.

If it is not possible for a session to take place due to a venue closure, a Covid-19 outbreak among staff, or any other reason, the session will take place online. These sessions will be charged at the usual rate.

COMPLAINTS

All staff at Cedar Tree Tuition endeavour to make sure that the service we provide is of the highest quality. We are registered with The Tutors' Association and follow its Code of Conduct.

If you feel unhappy with the service you are receiving at any time, please approach your child's tutor initially for an informal discussion.

If, after that, you continue to feel unhappy, please email info@cedartreetuition.co.uk, when you can request a copy of our complaints handling procedure and policy, which sets out the formal process for making a complaint.

DATA PROTECTION

Cedar Tree Tuition is registered under the Data Protection Act to hold and use client data for the purposes of the services that it provides. Clients providing personal data to Cedar Tree Tuition are consenting to the use of that data by Cedar Tree Tuition for the purpose of billing and providing tuition to your child. Google Cloud will be used to store your data, none of which will be held on any personal devices.

If you have any further questions, please email info@cedartreetuition.co.uk or call 01923 882 230.