



Green Shoots

EDUCATION SUPPORT

Terms and Conditions

Updated March 2025

These terms and conditions apply to all services provided by Green Shoots Education Support.

1. Fees

- 1.1 Current charges are outlined on our website. The scale of fees is subject to periodic review and the website will be updated accordingly.
- 1.2 The specific charges for the services you require will be discussed with you in advance of any appointment.

2. Payment

- 2.1 Ongoing services, such as interventions or tutoring, will be charged monthly in advance unless otherwise agreed.
- 2.2 All other services will be charged on completion of work.
- 2.3 For organisations booking our services, fees due will be invoiced at the end of the calendar month to which they relate.
- 2.4 Payment should be made by electronic bank transfer unless otherwise agreed.
- 2.5 Payment is due by the date stated on the invoice. An administration charge of £25 may be added if the invoiced payment is overdue.
- 2.6 Upon request, receipts will be issued once payment has been received.

3. Cancellation

- 3.1 It is the parent's responsibility to contact Green Shoots Education as soon as possible if a booking needs to be cancelled or changed.
- 3.2 A 48 hour notice period is required to cancel or rearrange any appointment. If less notice is given, I may if reasonably possible reallocate the scheduled session to another client, but failing such reallocation I reserve the right to charge you the full fee (including venue charge if applicable).
- 3.3 If you fail to attend an appointment at the agreed date/time without informing us in advance, you will still be expected to pay the full fee (including venue charge if applicable), to which I reserve the right to add a charge for time and travel costs if I have travelled to a meeting venue.
- 3.4 If an appointment is cancelled by me at any time, you may expect the earliest possible notification from me and the offer of an alternative date and time. Should this alternative not be acceptable, I will fully refund any amount paid in advance.

4. Illness

- 4.1 If a child or family member has a contagious or infectious illness, parents are required to inform Green Shoots Education Support as soon as possible. In such circumstances I reserve the right to decide that no face-to-face lesson will take place, and an online lesson or refund will be offered as an alternative.

5. Termination of tutoring

- 5.1 Tutoring and intervention agreements will continue until a mutually agreed termination date. 4 weeks' notice is required from parents when terminating the agreement.

- 5.2 I reserve the right to terminate an agreement and the services provided without delay if these Terms and Conditions are not adhered to.

6. Reports and written evidence

- 6.1 Any comment, advice, recommendation etc given in a report or written evidence must be taken as an expression of my professional opinion within the scope of my own knowledge and experience, and is not to be treated as offering opinion or diagnosis belonging in the domain of professionals/practitioners in other spheres, eg medical, legal etc.
- 6.2 When making a request for reports or written evidence, a minimum of 1 weeks' notice must be given.

7. Complaints

- 7.1 I aim to provide a positive experience at all times. If you are unhappy with the service you have received, then please contact me as soon as possible.
- 7.2 My policy and intention in the event of any complaint will be
- To treat it as confidential
 - To deal with it thoroughly and fairly
 - To respond within 5 working days of receipt

8. Insurance

- 8.1 All my services are covered by insurance policies including:
- Public liability insurance £1,000,000
 - Professional indemnity insurance £1,000,000
- 8.2 Insurance documents can be viewed upon request.