

Pinner Tuition Centre
78 Cannon Lane
Pinner
Middlesex
HA5 1HR
Tel: 020 8868 6711



Terms and Conditions

Payments

- 1) Tuition Fees are collected in advance at the beginning of each month.
- 2) An invoice will be sent by text or email each month.
- 3) All fees must be paid at the beginning of the first lesson in the published payment week.
- 4) Payment can be made by cash (in a sealed envelope with the name of the child and the class day and time) or cheque, with the child's name written on the reverse or online at www.schoolmoney.co.uk.
- 5) If payment is received later than the first lesson in the published payment week a £10 (ten pound) administration charge will be added to the total invoice.
- 6) If payment is not received at the beginning of the second class after the published payment week your child/ren may be refused entry to the class without notice.
- 7) If your child's account is more than two weeks in arrears their place may be withdrawn without notice and given to a child on the waiting list.
- 8) All discounts will be forfeited if payment is not received at the beginning of the first lesson in the published payment week.

Absence/Sickness

- 9) All missed lessons must be paid for in full.
- 10) In the event that a child is sick on the day of their lesson and is unable to attend, the Centre must be contacted in advance of the commencement of the lesson. This can be in person, by telephone call, voicemail message, text message (preferred) or email.
- 11) In the event of a planned absence due to a school trip prior written notice must be given at least 48 hours prior to the scheduled lesson.
- 12) If the above conditions are met a catch-up lesson will be arranged where ever possible during term time at a mutually convenient time within three weeks of the missed lesson. If the above conditions are not met it may not be possible to arrange a catch-up lesson.
- 13) Catch-up lessons must be taken within three weeks of the missed lesson. Catch-up lessons not taken within three weeks of the missed lesson will be forfeited.
- 14) It may be possible to arrange catch-up lessons for absences due to other reasons, but this will be at the discretion of the Centre Director, and may not always be possible at peak times.

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Late Collection Policy

Pinner Tuition Centre aims to keep children safe and free from unnecessary upset and concerns. We expect parents to keep us informed if problems arise affecting the collection of their child. The Centre's telephone number is displayed on the website.

The Centre will give clear guidelines to parents of the finish times and update parents if times change for specific events.

The Centre will record the name, date and collection time on EVERY occasion that a child is collected later than the time the lesson ends. Parents/carers will be required to sign the late book on such occasions.

What is expected from Parent/Carer

Pinner Tuition Centre understands that emergencies do happen and this may make you late to collect your child. The Centre would expect parents to:

- Telephone the Centre as soon as possible explaining their situation.
- Ask a designated person to collect their child wherever possible.
- Inform the Centre of this person's identity so the Centre staff can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.

Late Collection Procedure

- In the instance of a child not being collected from the Centre 10 minutes after the end of the published lesson time, the following procedure will be initiated by staff:
- If the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made.
- After 30 minutes if we fail to contact anyone we will contact the police and hospital to see if any authorised persons have been involved in an accident or detained by police.
- In the event of no contact being made after one hour has lapsed from the end of the lesson, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation. Needless to say, putting a child into care is a serious step and one that could have repercussions. Parents must ensure that we never have to use this action.
- In order to provide this additional care a late fee of £15 + £10 per 10 minutes will be charged to parents (ie. £25 will be charged for collection up to twenty minutes after the end of the lesson, increasing by £10 for each ten minutes or part ten minutes thereafter. This will pay for any additional operational costs that caring for a child outside their normal hours may incur.



Pinner Tuition Centre – Open Access Childcare

Pinner Tuition Centre is an Open Access Childcare Provider which means that children are able to arrive and leave Pinner Tuition Centre unaccompanied.

If you would like your child to walk home from the Centre without being collected by an adult please provide written permission.

By providing permission for a child to leave the centre unaccompanied you are authorising your child to walk or cycle home, or go only to the places you have designated. Please note that this permission slip grants permission for this child to leave the Centre without adult supervision. Students may walk home, bike home, or go to the places designated by you, only when a permission slip is signed, dated by parent or guardian, and is on file at Pinner Tuition Centre. If we do not have this slip, your child will not be released without authorised adult supervision.

In the event that a parent is late to collect a child or fails to collect a child our **Late Collection of Student Policy** will apply.