



Key Stage Tutoring Face to Face and Online Tutoring

Terms and Conditions:

(last updated: August 2026)

The term '**Tutor**' will refer to the **Key Stage Tutoring Tutor** running the session and the term '**Student**' will refer to the **Student/Student's Guardian** who is receiving the lesson. '**Face to Face**' or '**Onsite**' refers to **Students** attending lessons conducted in the Key Stage Tutoring Classroom.

- 1) Fees:** An initial consultation is free of charge. During this session we will arrange a face to face, online or telephone consultation to discuss your child's learning needs and talk about the structure of the lessons. The following fees then apply:

1:1 TUITION (ONLINE/IN PERSON)

Lessons will be invoiced after the lesson and need to be settled before the next lesson commences.

- **45 minute lesson** – £60
- **60 minute lesson** – £75

***DISCOUNT OFFER* - BUY A BLOCK OF TEN LESSONS**

Lesson Packages will be invoiced and need to be settled before the second lesson commences.

- **Ten 45 minute Lessons** – £550 (£55 per lesson)
- **Ten 60 minute Lessons** – £700 (£70 per lesson)

INDEPENDENT ASSESSMENTS

- A **One Hour Assessment** in English, Mathematics, Verbal or Non-Verbal Reasoning with detailed feedback and recommendations – £75

GROUP TUITION - 11+ DORSET GRAMMAR

(IN PERSON: max. 6 students)

We suggest that groups working towards the **11+ Dorset Grammar Exams** should complete a minimum of a year, term time tuition, before their examination date.

60 Minute Lessons – paid in half termly blocks – *(equates to £25 per student per lesson)*

Lessons will be invoiced in half termly blocks and need to be settled by the invoice due date to secure a space. *(N.B. There will also be a one-off-charge added to your first invoice to cover the costs of your child's workbooks and revision pack for the year.)*

1:2 11+ DORSET GRAMMAR TUITION (IN PERSON)

We suggest that pairs working towards the **11+ Dorset Grammar Exams** should complete a minimum of a year, term time tuition, before their examination date.

60 Minute Lessons - paid in half termly blocks – (*equates to £50 per student per lesson*)

Lessons will be invoiced in half termly blocks and need to be settled by the invoice due date to secure a space. (*N.B. There will also be a one-off-charge added to your first invoice to cover the costs of your child's workbooks and revision pack for the year.*)

11+ DORSET GRAMMAR MOCK ASSESSMENT MORNING (IN PERSON)

Assessment in English, Mathematics and Verbal Reasoning (*Mock assessment dates released throughout the year.*)
- £60

2a) Scheduling and Cancellation INDIVIDUAL TUITION:

1. Lessons will always take place face to face (in the Key Stage Tutoring Classroom) or online on the agreed day and at the agreed time. **Lessons will commence weekly during term time unless notice has been given in advance (see 2a.2). Please see the up-to-date Term Dates on our website: <https://keystagetutoring.com/term-dates>**
2. A Student must give notice of cancellation of any scheduled lesson more than **12 hours** before the session is due to begin. Cancellations can be made by notifying Sarah Davies (see [contact information](#) on our website). If notice is given correctly, there is no charge.
3. If notice is **given within 12 hours** of the start time of the session, then **Key Stage Tutoring** has the right to charge for the session, unless the reason for cancellation is viewed to be unavoidable.
4. If the **Student** is running late for their online session, the **Student** should inform the **Tutor**. The **Tutor** may choose to, but is not obligated to, start the lesson late and work beyond the scheduled end time with no additional charge. Student lateness in excess of 10 minutes will result in a cancelled lesson and lesson charges apply (*see 2a.3*).
5. If the **Tutor** is running late for their online session, the **Tutor** will inform the **Student**. If the **Tutor** is more than 10 minutes late, the **Student** will be given the option to start the lesson at the later time or reschedule the entire lesson (30, 45 or 60 minute lessons) or reschedule part of the lesson (60 minutes lessons only) with no additional charge.
6. If the Tutor needs to cancel a lesson, **48 hours** prior notice will be given to the student with the exception of unforeseen circumstances.
7. If a **Student** wishes to terminate their weekly **Term Time** Tuition, two weeks notice must be given in writing – enquiries@keystagetutoring.com

2b) Scheduling and Cancellation GROUP TUITION:

1. **Students** must pay for the half term block of lessons by their invoice due date to secure their space.
2. Lessons will always take place face to face (in the Key Stage Tutoring Classroom) on the agreed dates and at the agreed time. Students will be signed up for half termly lessons unless notice is given as per condition 2b.5.

3. If a **Student** cannot attend a scheduled lesson, they will NOT be issued a refund. If a **Student** is not able to attend a scheduled lesson, the lesson material will be available to them.
4. If the **Tutor** needs to cancel a scheduled lesson, 48 hours prior notice will be given to the **Student** (with the exception of unforeseen circumstances). Students will be issued a refund for a missed lesson due to **Tutor** absence.
5. If a **Student** wishes to terminate their half termly lesson, notice must be given in writing (enquiries@keystagetutoring.com) two weeks before the new block of lessons is due to commence.

2c) Scheduling and Cancellation 1:2 TUITION:

1. **Students** must pay for the half term block of lessons by their invoice due date to secure their space.
2. Lessons will always take place face to face (in the Key Stage Tutoring Classroom) on the agreed dates and at the agreed time. Students will be signed up for half termly lessons unless notice is given as per condition 2c.5.
3. **Both students** must give notice of cancellation of any scheduled lesson more than **12 hours** before the session is due to begin. Cancellations can be made by notifying Sarah Davies (see [contact information](#) on our website). If notice is given correctly, there is no charge.
4. If only one **Student** cannot attend a scheduled lesson, they will NOT be issued a refund. If a **Student** is not able to attend a scheduled lesson, the lesson material will be available to them.
5. If notice is given by both students within 12 hours of the start time of the session, then **Key Stage Tutoring** has the right to charge for the session, unless the reason for cancellation is viewed to be unavoidable.
6. If the **Tutor** needs to cancel a scheduled lesson, **48 hours** prior notice will be given to the **Student** (with the exception of unforeseen circumstances). Students will be issued a refund for a missed lesson due to **Tutor** absence.
7. If a **Student** wishes to terminate their half termly lesson, notice must be given in writing (enquiries@keystagetutoring.com) two weeks before the new block of lessons is due to commence.

3a) Lesson Requirements for ONLINE LESSONS

1. Emergency contact details for **Students'** must be provided before lessons can commence.
2. **Students** need the following items for every online lesson: An **appropriate device to work on** (e.g. tablet/laptop/computer) with **audio and video capabilities** and a **safe and secure Internet Connection**. **Key Stage Tutoring** strongly advise Parents to check the Antivirus Software* on the **Student's** device is up to date and appropriate Parental Controls* have been applied on the **Student's** device before allowing a **Student** to go online. For further information about keeping your child safe online, please go visit [Childnet](#). **Key Stage Tutoring** strongly advise that a responsible adult is present for the duration of the online tutoring lesson to oversee the **Student's** Online Activities** or assist with any technical difficulties.
3. **Students** should have any **books** that they have been recommended or they are currently using (e.g. school reading books/ textbooks) available for the duration of the lesson. Students will also need suitable **stationery resources** (e.g. pencils, rubber, sharpener, highlighter, plain and lined paper etc.)

4. If students request support with school homework or homework set by **Key Stage Tutoring Tutors**, this needs to be copied*** and emailed to enquiries@keystagetutoring.com prior to the lesson.
5. Lessons will take place using an audio/video link called **Zoom** through which I will screen share the lesson. Please see **Zoom's Terms and Conditions** for further information. After the lesson a read only link to the **Student's OneNote Lesson Page** will be sent to the **Parent or Carer**. Please do not share this link or publish any content of the lessons online (see **OneNote's Terms and Conditions**).
6. If possible, it is beneficial if a student has a suitable stylus pen compatible with their tablet or an external graphics tablet and pen compatible with their computer or laptop.
7. **Homework:** The setting and marking of homework will **NOT** automatically be included as part of the lesson charge. If **Students** require homework, **Key Stage Tutoring** will discuss this with the parents and there may be an additional charge. **Student** may be asked to purchase workbooks, exam papers or a subscription such as Atom Learning: **SPECIAL DISCOUNT CODE: Atom Learning:** <https://atomlearning.com> – 10% off first month, please use discount code: **h5umYmIf**

3b) Lesson Requirements for FACE TO FACE: INDIVIDUAL OR GROUP LESSONS

1. Emergency contact details for **Students'** must be provided before lessons can commence.
2. **Students** should have any **books** that they have been recommended or they are currently using (e.g. school reading books/ textbooks) available for the duration of the lesson.
3. If **Students** request support with school homework, the relevant material will need to be brought to the lesson.
4. **Homework:** The setting and marking of homework will **NOT** automatically be included as part of the lesson charge. If **Students** require homework, **Key Stage Tutoring** will discuss this with the parents/guardians and there may be an additional charge. **Students** may be asked to purchase workbooks, exam papers or a subscription such as Atom Learning: **SPECIAL DISCOUNT CODE: Atom Learning:** <https://atomlearning.com> – 10% off first month, please use discount code: **h5umYmIf**
5. **Students must** adhere to **Key Stage Tutoring's Code of Conduct and Health and Safety Rules** whilst on site.
6. If a **Student** has vomited within 48 hours of the lesson, please notify Key Stage Tutoring (*see 2a.2*) and they should not attend the lesson.

4) Code of Conduct/ Health and Safety

1. The **Tutor** will ensure that any teaching material they share or create for the **Student** during all lessons is age appropriate and relevant to the lesson.
2. The **Student** must ensure that any material they share or create with the **Tutor** during a lesson is age appropriate and relevant to the lesson.
3. Both **Tutor** and **Student** must be dressed appropriately for all lessons.
4. The **Tutor** will not use inappropriate, disrespectful, threatening or aggressive language and/or behaviour during, before or after lessons.
5. A **Student** must not use inappropriate, disrespectful, threatening or aggressive language and/or behaviour during, before or after lessons. Aggressive or threatening behaviour by the **Student** will result in immediate termination of the lesson. Any fees paid for the lesson will be forfeited.
6. We strongly encourage **Students** to use the toilet prior to their online or in person lesson. In the event of an emergency **Students** will be able to use the toilet onsite and they will be escorted to the main building by a responsible adult.

7. **Students** must not leave the physical classroom or online classroom without asking permission/informing the tutor.
8. When onsite **Students** must walk at all times and be careful when walking up and down steep steps, particularly when wet.
9. When onsite **Students must not** pick or pick up plants or ingest any.
10. When onsite **Students must not** frighten/touch any wildlife that may be present.
11. When onsite **Students must not** use any play equipment (if equipment is used it is done so at their own risk).
12. In the event of a fire, **Students** will be guided by the **Tutor** who will follow the guidance displayed on the fire regulation poster. Students will be directed to the assembly point on the front lawn.

5) Safeguarding

At Key Stage Tutoring we take safeguarding very seriously. Please see our Safeguarding Policy for further information. All tutors have a DBS checks.

6) Privacy and GDPR

At Key Stage Tutoring we take Privacy and General Data Protection very seriously. Please see our Privacy and GDPR policy. We are registered with the Information Commissioner's Office (ICO).

7) Liability:

While **Key Stage Tutoring** will endeavour to ensure each **Student** makes the best possible progress, this cannot be guaranteed, and neither the **Tutor**, nor **Key Stage Tutoring** can be held accountable for the academic success or otherwise of the **Student**. To the maximum extent permitted by law, neither the **Tutor**, nor **Key Stage Tutoring** accept liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special or exemplary damages arising from the use of the **Tutor's** or **Key Stage Tutoring** services or any errors or omissions in the content of the **Tutor's** learning materials.

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*****Key Stage Tutoring** cannot accept responsibility for a **Student's** activities during an online lesson.*

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