



- Registration :** We charge an initial registration fee of **£60** (inclusive of VAT). This fee includes an optional initial academic assessment for as many subjects as needed, access to our extensive educational resources and personal advice at any time. In addition to this you will receive our fabulous monthly newsletter and special rates for Torchlight events.
- In the unlikely event that we aren't able to make a recommendation, it is possible to apply for a full refund for the registration fee. **One Membership is required per student.**
- Fees:** Fees range from **£42 to £62/hour** based on qualifications and experience. Occasionally tutors under exceptional demand or with special qualifications will be **over £62/hour.**
- Torchlight Tuition reserves the right to raise the hourly rates from time to time. However, we guarantee that once you hire a tutor their rate will remain the same for the duration of each particular job.
- Please make your payment to your tutor in advance, at the **beginning of each session.** Payment can be made by cash, cheque or bank transfer.
- DBS:** All of our tutors have current enhanced DBS certification, copies of which are available to view at the Torchlight Tuition office.
- Feedback:** Torchlight will contact clients after a first session and then periodically after that but we do rely on tutors for the majority of our communication. As such, please contact us directly if you have any issues or questions.
- Cancellation:** Torchlight Tuition insists on **24 hours notice** for all cancellations. Clients who cancel a tutorial within 24 hours of the arranged session may be charged the full rate for the entire session.
- Shared Tutorials:** Tutors are happy to see more than one student in a session but be aware that the price for two students is **1.5 times** the usual rate. Each additional student in the session is an extra 0.5 of the hourly rate up to a maximum of 4.
- Training:** All new tutors must attend our Tutor Training Course. Torchlight also runs regular courses to help our tutors keep up to date with changing curriculums, learn new skills, and constantly develop their abilities as tutors and teachers.
- Data Protection:** Torchlight Tuition will only share your data with a recommended tutor. Where we take credit card details we do not store these details nor do we share customer details with any 3rd parties.
- Office Hours:** The Torchlight office is open weekdays from **8:30am to 6pm.** In addition to this the office will usually be open at least on Saturday each month. To reach us outside of these hours, please leave a voice message, email, or call using the contact details below.