



- Registration :** We charge families an initial registration fee of **£60** (inclusive of VAT). This fee covers all arrangement costs for any students in the immediate family, as well as ongoing advice and support. Registration includes a 'membership' to Torchlight, entitling all members of the family to special events invitations and significant discounts on most Torchlight products. Membership is lifetime.
- The fee is non-refundable. **One Membership is required per family.**
- Tuition Fees:** Tuition Fees range from **£45 to £85/hour** based on qualifications and experience. Your fee includes a commission for the agency which is payable directly to the tutor.
- 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.
- Torchlight's tutors pass on a fee to the agency based on the hours that they teach, so no additional payments are needed for the agency.
- DBS:** All of our tutors have current enhanced DBS certification. We are no longer able to keep copies of the documents in the office, but we view these as part of our training and vetting process and clients are encouraged to ask tutors to produce these to reassure them of the tutors' good standing and reputation.
- 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 recommends **24 hours notice** for all cancellations. Clients who cancel a tutorial within 24 hours of the arranged session can expect to be charged the full rate for the entire session by their tutor.
- Shared Tutorials:** Our tutors are happy to see more than one student in a session but be aware that the price for two students is likely to be **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.
- 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 **9:00am to 6pm**. In addition to this the office will usually be open at least one Saturday each month. To reach us outside of these hours, please leave a voice message, email, or call using the contact details below.
- Complaints / Queries:** Torchlight are available to support students and parents in any way possible, and all questions should be directed to info@torchlight-tuition.co.uk