

Mira Tutoring



Terms and Conditions 2026/27

Effective from: 1 September 2026

These Terms and Conditions apply to all tuition provided by **Begum Ortucu trading as Mira Tutoring**.

By booking, commencing or continuing tuition with Mira Tutoring, the parent, guardian or adult student confirms that they have read, understood and agreed to these Terms and Conditions.

1. Tutoring Sessions

- Regular tuition sessions are a minimum of **50 minutes**.
- Tuition may take place **online or in person**, as agreed at the time of booking.
- Regular tuition usually takes place on a **weekly basis at the same agreed day and time each week**.
- All necessary teaching materials will normally be provided by Mira Tutoring unless otherwise agreed.
- Regular tuition may continue during school holidays and bank holidays unless Mira Tutoring advises otherwise.
- Any planned breaks in Mira Tutoring's teaching calendar will be communicated to parents in advance wherever possible.

Your regular lesson time is reserved specifically for your child and should therefore be treated as an ongoing weekly commitment.

2. Fees and Payment

- Tuition fees are payable **monthly in advance**.
- Payment is due on the **last Friday of the month preceding the tuition**.
- Fees are non-refundable except where a refund or account credit is specifically provided for within these Terms and Conditions.
- Payment may be made by **BACS, Stripe or another payment method agreed with Mira Tutoring**.
- Trial sessions are charged at the normal tuition rate. Booking a trial does not commit you to ongoing tuition or to the notice period for ending regular tuition.

Late payments

Where an invoice remains unpaid after its due date:

- a **1% late-payment charge** may be added to the outstanding balance to cover the administration involved in following up overdue payments;
- all outstanding fees, including any applicable late-payment charge, must be paid in full no later than **72 hours before the student's next lesson**; and
- Mira Tutoring reserves the right to suspend tuition while fees remain outstanding.

Persistent late or non-payment may result in tuition being discontinued and the student's regular lesson time being offered to another student.

3. Cancellations, Illness and Emergencies

I understand that children occasionally become unwell and that genuine emergencies happen.

For regular 1:1 tuition:

- **One short-notice cancellation per school term** may be permitted for illness or an emergency where at least **24 hours' notice** is provided. The academic year consists of three terms.
- Where possible, the lesson will be rescheduled. If this is not possible, Mira Tutoring may, at its discretion, provide a credit towards a future session.
- Further cancellations during the same term may be charged at the normal lesson rate.
- Cancellations made **on the day of the lesson** are non-refundable and non-transferable.
- Failure to attend a lesson without notice will be treated as a same-day cancellation.

Please provide as much notice as possible whenever a lesson cannot be attended.

4. Planned Absences and Holidays

Regular lesson times are reserved in advance, so planned absences should be communicated as early as possible.

- One pre-arranged absence is permitted within each **three-month period**. This includes family holidays and other planned commitments.
- At least **four weeks' notice** should be provided for holidays or other planned absences.
- Where sufficient notice has been given, Mira Tutoring will endeavour to rearrange the affected lesson or deal with it in accordance with the cancellation policy above.
- Lessons cancelled without sufficient notice are non-refundable and non-transferable.

Where a lesson is rearranged, the make-up lesson must normally take place **in addition to the student's usual weekly lesson**, rather than replacing future lessons.

All rearranged lessons are subject to availability and a particular alternative day or time cannot be guaranteed.

If a suitable alternative cannot be arranged, the original session may remain chargeable unless Mira Tutoring has agreed to provide a credit.

5. Credits and Rearranged Lessons

Where a credit is provided:

- it may be used towards a future tuition session;
- it has no cash value and cannot be exchanged for a cash refund;
- lessons booked using credit remain subject to availability; and
- any unused credit remaining when tuition ends will not be refunded.

6. Cancellations by Mira Tutoring

Occasionally, I may need to cancel or rearrange a session because of illness, an emergency or another unavoidable circumstance.

I will always endeavour to provide as much notice as reasonably possible.

If I cancel a lesson:

- I will first try to arrange an alternative session;
- if no suitable alternative can be arranged, the full value of the affected lesson will be credited to your account or deducted from a future invoice.

You will not be charged for a lesson that I am unable to provide and cannot rearrange.

7. Group Tuition, Workshops and Masterclasses

Different cancellation arrangements apply to group tuition because the session runs regardless of an individual student's attendance.

Unless otherwise stated at the time of booking:

- fees for group lessons, workshops and masterclasses are **non-refundable**;
 - missed sessions cannot be rearranged or transferred to another date;
 - no refund or credit will be provided where a student chooses not to attend or is unable to attend; and
 - spaces may not be transferred to another student without prior permission from Mira Tutoring.
- If Mira Tutoring cancels a group session, the session will either be rearranged, or the full value of the cancelled session will be credited or deducted from the next invoice.

Any additional booking conditions shown when purchasing a particular course, workshop or masterclass will also apply.

8. Late Attendance

Lessons are scheduled around other students and therefore must finish at the originally agreed time.

If a student arrives or logs in late:

- the session will still finish at the scheduled time; and
- the missed time cannot normally be added to the end of the lesson.

Where a lesson starts late because of Mira Tutoring, the student will receive their full allocated lesson time wherever reasonably possible.

For in-person sessions where a parent or guardian is collecting the student, the child will remain safely inside the building until they are collected.

9. Ending Regular Tuition

Regular tuition may be ended by providing written notice to Mira Tutoring.

To finish tuition at the end of a calendar month, notice must be received **at least two weeks before the end of that month**.

For example:

If you would like your child's final month of tuition to be November, notice must be provided at least two weeks before 30 November.

Where notice is received later than this, the student's regular tuition place may continue into the following month and the corresponding fees may remain payable.

Fees already paid are non-refundable except where otherwise provided for in these Terms and Conditions.

Trial sessions do not require this notice period.

Mira Tutoring also reserves the right to end tuition where there is:

- persistent non-payment or late payment;
- repeated failure to follow these Terms and Conditions;
- abusive, threatening or discriminatory behaviour;
- behaviour that makes tuition unsafe or unproductive; or
- another serious breakdown in the tutoring relationship.

10. Student Behaviour and Expectations

Students are expected to behave respectfully towards the tutor and, where applicable, other students.

Abusive, threatening, discriminatory or persistently disruptive behaviour will not be accepted.

Parents and guardians are responsible for ensuring that their child understands the behaviour expected during tuition.

Mira Tutoring reserves the right to end a lesson or discontinue tuition where the behaviour of a student, parent or guardian is inappropriate.

Online Tuition

11. Online Lesson Expectations

Students attending online tuition should:

- log in and be ready for the lesson at the agreed start time;
- attend from an appropriate environment with as few distractions as possible;
- attend from an open or communal room such as a living room or dining room wherever reasonably possible;
- avoid attending from a bedroom wherever possible;
- have a parent or guardian nearby where appropriate for safeguarding purposes;
- keep the door open if tuition must take place in a bedroom;
- dress appropriately, as they would for an in-person lesson;
- keep mobile phones and other distractions away during tuition; and
- have all necessary equipment ready before the lesson begins.

Students should check before the session that their:

- computer, laptop or tablet is working;
- device is sufficiently charged;
- internet connection is functioning;
- microphone and webcam are working;
- headphones are available where required; and
- digital writing equipment such as an Apple Pencil or graphics tablet is charged and ready where applicable.

Technical problems on the student's side do not normally entitle the student to additional lesson time or a refund.

12. Webcams

For regular online 1:1 tuition, students should normally have their webcam switched on unless there is a reasonable reason why this is not possible.

Being able to see the student helps me assess understanding, engagement and whether additional explanation is required.

For regular online group tuition, students will normally also be expected to have their webcam switched on.

Different arrangements may apply to one-off webinars, revision sessions or large online workshops, where students may be permitted to keep cameras and microphones switched off.

13. Additional Safeguarding Expectations for Online Groups

Students attending online group tuition must protect both their own privacy and the privacy of other students.

Students must:

- display **only their first name and the first initial of their surname** on screen;
- not share their full name, school, address, social-media accounts or other identifying information with the group;
- ensure their background does not display identifiable information such as certificates, school logos, photographs, book bags or personal documents; and
- not photograph, screen-record or record other students.

In-Person Tuition

14. Health and Safety

Where tuition takes place in the student's home, an appropriate working environment must be provided.

This should include:

- a clean and uncluttered table or desk;
 - an appropriate chair for both tutor and student;
 - adequate lighting;
 - a reasonable working temperature; and
 - an environment with minimal distractions.
- Tuition should not take place on a sofa or in a student's bedroom.

Animals that may present a risk or significant distraction should be kept away from the teaching area.

Parents should also minimise avoidable distractions including:

- television or music;
- conversations taking place close to the student;
- loud kitchen appliances;
- siblings playing nearby; and
- visitors interrupting the lesson.

Please let me know if you would like me to remove my shoes when entering your home.

15. Snacks

Unless required for a medical, SEND or other agreed reason, students should avoid eating snacks during tuition.

Drinks are welcome provided they are kept safely away from electronic equipment and teaching materials.

Communication and Progress

16. Communication With Parents and Students

Parents and guardians may be contacted by:

- email;
- text message;
- WhatsApp; or
- the tuition management/booking system used by Mira Tutoring.

Lesson reminders may also be sent by text message or email. Where an opt-out facility is available, parents may choose not to receive these reminders.

Students under 16

Initial communication will take place with the parent or guardian.

Where necessary for tutoring, students under 16 may communicate with Mira Tutoring by **email**, for example, to send or receive homework, screenshots or other learning materials.

Students aged 16 and over

Students aged 16 and over may communicate directly with Mira Tutoring by email or WhatsApp where appropriate and where their parent or guardian has agreed to this where required.

Communication should remain related to tuition and take place through Mira Tutoring's normal business contact details.

17. Parent Involvement and Feedback

I am always happy to discuss a student's progress.

Where verbal feedback is requested immediately after a lesson, this forms part of the student's booked lesson time.

For example, during a 50-minute lesson, the teaching portion may finish five or ten minutes early to allow time for a parent discussion.

Parents who would like regular verbal feedback should let me know so that this can be incorporated into the lesson structure.

Where written feedback, progress reports or assessments are included within a particular tuition package, further information will be provided separately.

18. Parents Present During Tuition

Parents are welcome to remain nearby during tuition where appropriate, particularly for younger children or where this forms part of safeguarding arrangements.

However, if you are listening to the session, please allow your child to answer independently.

In particular, parents should avoid:

- giving answers;
- prompting a particular answer;
- correcting the student while they are responding;
- explaining the work for them; or
- joining the teaching conversation unless invited.

Making mistakes and attempting questions independently allows me to identify exactly what your child understands and where support is needed.

Educational Outcomes

19. Progress and Results

Mira Tutoring will provide tuition with reasonable care and skill and will endeavour to help every student make progress.

However, academic outcomes depend on a range of factors outside the tutor's control, including:

- student attendance;
- engagement;
- independent study;
- completion of homework;
- school attendance and teaching;
- examination performance; and
- individual circumstances.

For this reason, Mira Tutoring cannot guarantee any particular:

- grade;
- examination result;
- school entrance result;
- predicted grade;
- level of progress; or
- academic outcome.

20. Learning Materials

Learning materials supplied by Mira Tutoring are provided for the student's own educational use.

Unless permission has been provided, materials should not be:

- reproduced for commercial purposes;
- sold;
- shared publicly;
- uploaded to public websites or social-media platforms; or
- distributed to people outside the student's immediate household.

21. Limitation of Liability

Mira Tutoring will take reasonable care when providing tuition and educational materials.

However, to the fullest extent permitted by law, Mira Tutoring will not be liable for indirect or consequential losses arising from the use of tutoring services or learning materials.

Nothing in these Terms and Conditions is intended to exclude any liability that cannot lawfully be excluded.

Privacy and Safeguarding

22. Data Protection

Mira Tutoring processes personal information in order to provide tutoring services.

Information held may include:

- parent and student names;
- contact details;
- student age and year group;
- school attended;
- subjects and examination boards studied;
- lesson bookings;
- academic progress;
- assessment information;
- lesson plans and objectives; and
- relevant information voluntarily provided by a parent, guardian or student where this is necessary to support tuition.

Personal information will be stored securely and handled in accordance with applicable UK data-protection requirements.

Further information about:

- how personal information is used;
 - the lawful basis for processing;
 - how long information is retained;
 - third-party services;
 - data-security measures; and
 - individual data-protection rights
- is provided in the **Mira Tutoring Privacy Policy**.

Parents and adult students may request a copy of the Privacy Policy at any time.

23. Photographs, Videos and Marketing

Acceptance of these Terms and Conditions **does not automatically provide consent** for a child's photograph, video or other identifiable content to be used for advertising, social media or publicity.

Where Mira Tutoring would like to use photographs or videos for marketing purposes, separate consent will be requested from the parent or guardian.

Choosing not to provide marketing consent will have no effect on a student's ability to receive tuition.

Photographs of work or other learning evidence may be taken where reasonably necessary for educational purposes, record keeping or communication with the student's parent or guardian, subject to applicable data-protection requirements.

General Terms

24. Changes to Regular Sessions

Requests to change a regular lesson day or time will be accommodated where possible but cannot be guaranteed.

A regular slot should not be considered changed until the new arrangement has been confirmed by Mira Tutoring.

25. Additional and Holiday Tuition

Additional lessons may sometimes be available during school holidays or following last-minute cancellations.

Parents who would like additional tuition may contact Mira Tutoring to enquire about availability.

Where appropriate, students may also be placed on a waiting or reserve list for additional sessions.

26. Changes to These Terms and Conditions

Mira Tutoring may update these Terms and Conditions from time to time, for example where:

- services change;
- administrative arrangements change;
- safeguarding guidance changes;
- payment arrangements change; or
- legal or regulatory requirements change.

Where changes materially affect existing clients, reasonable notice will be provided before the revised terms take effect.

The latest version of the Terms and Conditions will be made available to parents.

27. Contact

Begum Ortucu trading as Mira Tutoring

Email: info@miratutoring.co.uk **Telephone/WhatsApp:** +44 7523 933497

Acceptance of Terms

By booking, commencing or continuing tuition with Mira Tutoring after the effective date shown at the beginning of this document, you confirm that you have read and agree to these Terms and Conditions.

Version: 2026/27 Effective from: 1 September 2026