**The Dyslexic Penguin – Tuition Policy**

**Initial Enquiry**

The initial meeting will involve:

* Meeting the child and parent/ carer
* Review any existing assessments or reports (sent to Abigail in advance if possible)
* Discuss in detail the parents’ / carers’ concerns and establish a medium term plan for the lessons.
* Discuss how long the sessions will be and how often
* Agree on a location for the sessions
* Establish if Abigail needs to communicate with the class teacher or SENDCo

**Frequency and Time**

Sessions usually last for one hour. It works best for everyone involved if we have a regular time slot, with adjustments being made on occasions where necessary (e.g. a one-off school event might prompt a change for that week).

You do not have to book a minimum number of lessons, but if you wish to stop sessions which have a regular time slot it would be great to let me know well in advance so I know that the time slot is then free for other tutees.

**Costs of Tuition and Payments**

Parents/ Carers can choose to pay by cash at each session or by an invoice.

If invoice is chosen, you will receive an invoice at the start of the month for the sessions booked that month. This should be paid within 14 days of receipt.

You will need to provide an email address to receive the invoice.

Sessions cost £35 per hour.

**Travel Costs**

Mileage will be charged at 50p/mile on journeys over 10 miles (e.g. if you live 15 miles away, you will incur a cost of 5 x 50p = £2.50, it’s a return trip so £5)

**Cancellation Policy**

Sessions can be cancelled with 24 hours’ notice. The price of this lesson will be credited towards next month’s tuition.

You are entitled to one short notice (less than 24 hrs) cancellation per year in the event of illness/ emergency. A £15 fee applies if you cancel with less than 24 hours notice more than once per year.

If you forget to cancel and Abigail arrives for the session, the full fee will apply.

If Abigail needs to cancel the appointment due to weather conditions, illness or another emergency, she will endeavour to give 24 hours notice where possible and arrange the appointment at a mutually convenient time and date.