

NORFOLK HOUSE SCHOOL
EXTRA TUITION TERMS AND CONDITIONS

1. When you register your child for any extra tuition session or sessions (hereafter “session” or “sessions”), a contract arises between you and Norfolk House School Limited, 4 Norfolk Road, Edgbaston, Birmingham, B15 3PS (hereafter “the school”).
2. Registration comprises:
 - a. receiving notification from the school that a place is available for your child in the sessions you wish to book;
 - b. completing, signing and returning the Registration Form; and
 - c. paying in full the applicable fee for the session(s) booked.
3. The Terms and Conditions of the contract between you and the school are set out herein.
4. Sessions take place at the following times:
 - a. on Saturdays throughout the year with the exception of those which fall during the Christmas and New Year holiday periods and during the school summer holidays (see below); and
 - b. on Mondays and Tuesdays throughout the school summer holidays [with the exception of the week of the August Bank Holiday when the sessions will take place on the Tuesday and Wednesday of that week] (the dates are published annually).
5. Each session lasts for 1 hour and 45 minutes, which includes a break of 10 minutes for the children.
6. The timings of all sessions are as follows:
 - a. 9 am to 10.45am
 - b. 11am to 12.45pm
 - c. 1.15pm to 3pm
 - d. 3.15pm to 5pm
7. No more than six children will attend any one session.
8. The fee for each session will be determined by the Directors of the school from time to time and published on the school’s website and in document form (available from the Headmistress). At least one calendar month’s notice will be given of any increase in fees.
9. A session or sessions in any given month must be booked and paid for, at the latest, by 3.30pm on the final Friday of the preceding month.
10. No refunds will be given for missed sessions.
11. Payment is to be made by BACS transfer, Credit Card or cheque, made out to “Norfolk House School Ltd”.
12. Advance booking of sessions in more than one month is permissible.
13. Advance booking of and payment for at least one session per week over a period of six months (which may include Saturdays during the Christmas and New Year holidays when no sessions are offered) will attract a discount of 5% in the overall fee.
14. Advance booking of and payment for at least one session per week over a period of twelve months (which will include Saturdays during the Christmas and New Year holidays when no sessions are offered) will attract a discount of 10% in the overall fee.
15. An advance booking will not be subject to any increase in fees which may occur during the term of the booking. Thereafter, however, any subsequent booking will attract fees at the rate which is in force at the time of the booking.
16. The school understands that, exceptionally, unforeseen circumstances may arise which cause a delay in the collection of your child at the conclusion of his or her session. If so, the school should

be notified by telephone as soon as possible and in any event before the conclusion of the session. If your child is collected late, the school has the right to apply the following surcharges:

- a. 1 – 15 minutes late: £5
 - b. 16 – 30 minutes late: £15
 - c. 31 – 45 minutes late: £25
 - d. 46 – 60 minutes late: £35
 - e. Over 60 minutes late: £35 plus £2 per minute after 60 minutes
17. Any late collection surcharge must be paid in full before the next session due to be attended by your child.
 18. The school does not accept responsibility for accidental injury or for loss of, or damage to, property.
 19. The school accepts no responsibility for children on school premises whilst in the care of a parent or guardian.
 20. The school maintains those insurances required by law, details of which may be obtained from the Headmistress. Copies of the current Employer's Liability and Public Liability Insurance Policies are displayed in the school's entrance hall.
 21. The school accepts no responsibility for any loss suffered by parents or guardians, whether direct or indirect, arising from the temporary closure of the school.
 22. The attendance of your child at sessions is governed by the same Policies and Procedures as are in force at the school (insofar as they are relevant), copies of which may be found on the school's website or obtained from the Headmistress.
 23. For the security of both children and staff, CCTV cameras are in operation at the school.
 24. These Terms and Conditions represent the entire agreement and understanding between you and the school. Any other understandings, agreements, warranties, conditions, terms or representations, whether oral or in writing, whether expressed or implied, are excluded to the fullest extent permitted by law.
 25. The school reserves the right to amend these Terms and Conditions at any time. At least one calendar month's notice will be given of any amendment.