



Overdue Payments Policy *for* **Olive & Ivy Education** **Online Tutor**

Dear Parents/Carers,

We hope this letter finds you well,

This is a friendly reminder that we have received a number of overdue payments over the last academic year.

All tuition payments are due by the 19th (00:00) of each month.

If you choose to pay early, we request this is not done any earlier than the 14th of each month.

Please also only pay for one month at a time, as refunds are not given for missed or unbooked lessons. Your lessons are charged as agreed at the time of signing up and are carried out all year round. (For example: 1 lesson a week = 52 lessons a year payable.)

Please make us aware of any outstanding issues or reasons if you expect to make an overdue payment, so we can take this into consideration and respectfully agree to a revised payment date.

Please let us know when any issues arise prior to the payment date and we will be as accommodating as we can. Failure to notify before payment is due will result in a 2.5% per day overdue payment fee added to the next invoice.

Please see the Policy below and if you have any queries, don't hesitate to let us know.

PAYMENT FOR TUITION: WEEKLY TUTORS

- Please ensure that payment for all invoices is received by the date given on the invoice.
- Payment must be made between the 14th and 19th of each month.
- Overdue Payment fees will be added to the next invoice as a result of overdue payments.
- Once tuition has commenced, there are no full refunds for the cancellation of sessions by the client prior to completion of the course.
- However, the sickness, holiday and rescheduled policy will be enacted.
- The course is flexible in terms of illness and holidays, and sessions can be rescheduled for an alternative date if the client provides a minimum of 24 hours' notice for sickness and 14 days' notice for holidays.
- Lessons cannot be refunded so please use all of your paid-for lessons before the last day of each month.



This policy is approved and robustly endorsed by Olive & Ivy Education and is due for review annually.

Signed:

A handwritten signature in black ink, which appears to read "H. Barker".

HANNAH BARKER (Director)

Date: 24th January 2024