



Tuition Terms and Conditions

ELITE TUITION CENTRE LIMITED

Effective from 16 September 2026

Company number	13550993
Registered office	2 Cannon Hill Road, Birmingham, England, B12 9NN
Website	https://elitetuitioncentre.org.uk/
Email	info@elitetuitioncentre.org.uk
Telephone	0121 769 3292

Purpose of this document. These terms explain how enrolment, monthly fees, attendance, lesson changes, credits and ending tuition operate. The parent or guardian entering the agreement should read them before enrolment and retain a copy.

Supplementary tuition in Birmingham and online across the UK

1 About these terms

These Tuition Terms and Conditions apply when Elite Tuition Centre Limited agrees to provide tuition or related educational support. They form the contract between us and the parent, guardian or adult student identified in the enrolment confirmation.

For a student under 18, the contract must be entered into by a parent or legal guardian. That person is responsible for fees, communications, accurate information and compliance with these terms.

Our Website Terms and Conditions, Cancellation and Refund Policy, Privacy Notice, Online Tuition Policy, Student and Parent Code of Conduct and Safeguarding and Child Protection Policy also apply where relevant. Nothing in these terms restricts rights that cannot lawfully be excluded.

2 About Elite Tuition Centre

Elite Tuition Centre Limited is registered in England and Wales under company number 13550993. Our registered office is 2 Cannon Hill Road, Birmingham, England, B12 9NN.

We provide supplementary tuition and educational support. We are not a school, online school or home-education provider and do not assume responsibility for a student's full-time education. Parents and guardians remain responsible for education, supervision, safeguarding and welfare outside scheduled tuition sessions.

3 Enrolment and assessment

Enrolment is subject to availability, suitable class placement, receipt of the information we reasonably require and acceptance by Elite Tuition Centre. A place is confirmed only when we issue enrolment confirmation and any required advance payment has been received.

We do not offer trial lessons. Any academic assessment is carried out after the student has enrolled and may be used to identify learning needs, inform teaching and monitor progress. An assessment is not a guarantee of a particular grade, class placement or outcome.

Parents and guardians must provide complete and accurate information about the student, including relevant educational needs, health conditions, disabilities, allergies, safeguarding concerns or support arrangements. Information will be handled under our Privacy Notice.

4 Tuition arrangements

The subjects, tuition format, class type, usual timetable, location or online platform and monthly fee will be stated in the enrolment confirmation, invoice or other written communication.

We may use suitably qualified or experienced tutors and may change the assigned tutor where reasonably necessary. We will take reasonable steps to preserve continuity and teaching quality.

Timetables may be adjusted for operational, staffing, safeguarding or educational reasons. We will provide reasonable notice where practicable and will not make a material change to the agreed service without explaining the change and the available options.

5 Monthly fees and advance payment

Tuition fees are charged monthly and are payable in advance by the due date shown on the invoice, payment request or enrolment confirmation. Payments may be processed through Stripe or another method agreed in writing.

The monthly charge reserves the student's place and covers the scheduled tuition within that paid period, subject to closures and arrangements stated in these terms. Holiday clubs, additional courses, examinations, resources or other optional services are charged separately where advertised.

If payment is overdue, we may contact the payer, suspend future tuition or withdraw the student's place after giving reasonable notice. We will not charge an undisclosed fee or take disproportionate action.

Any discount or promotion is subject to its stated conditions and expiry date. Unless we expressly agree otherwise, discounts cannot be exchanged for cash or combined.

6 School holidays bank holidays and holiday clubs

Regular tuition closes during school holidays and bank holidays in accordance with our published calendar or timetable. Parents should check the dates supplied by Elite Tuition Centre rather than assume that every local school follows the same calendar.

Holiday clubs and holiday tuition are separate services and carry an additional fee. Their dates, content, price and cancellation arrangements will be confirmed before booking.

7 Attendance punctuality and missed learning

Students should attend punctually, prepared to learn and with the equipment or materials reasonably requested. Attendance and punctuality may be recorded for service administration, progress monitoring and safeguarding.

A late arrival does not extend the scheduled finishing time. The lesson will end at the normal time so that later lessons and other students are not disrupted.

If a student misses a lesson, the parent or student should speak to the tutor about appropriate ways to cover the missed learning. This may include guidance on topics, materials or independent work, but it does not automatically create a right to a replacement lesson, recording, refund or credit.

8 Group tuition

Group lessons operate to a fixed timetable and are planned for several students. An individual student's absence does not cancel or postpone the group lesson.

Group lessons cannot be individually rescheduled. If a student cannot attend, the parent should notify us as soon as reasonably possible and may ask the tutor how the student can address the missed learning. Any materials or guidance offered will depend on the lesson and will not amount to a private replacement lesson.

No refund or credit is due merely because a student misses a group lesson, subject always to statutory rights and any written exception agreed by Elite Tuition Centre.

9 One to one tuition and rescheduling

A parent or adult student may request to cancel or reschedule a one-to-one lesson by giving at least 24 hours' notice before its scheduled start time.

Where sufficient notice is given, we will use reasonable efforts to arrange one alternative lesson, subject to tutor and timetable availability. A rescheduled lesson or agreed lesson credit must be used within 30 days of the original lesson date. After 30 days, it expires and has no cash value.

A request made with less than 24 hours' notice will normally be treated as a missed lesson. The fee remains payable and no replacement or credit is guaranteed because the tutor's time was reserved. We may exercise discretion in exceptional circumstances, but doing so once does not require us to do so again.

A replacement time is confirmed only when agreed by Elite Tuition Centre and the parent or adult student. Repeated requests may be refused where they materially disrupt teaching or tutor availability.

10 Cancellation by Elite Tuition Centre or the tutor

If Elite Tuition Centre or the tutor cancels a scheduled lesson, we will arrange a replacement lesson on an alternative day mutually agreed with the parent and student.

If, after reasonable efforts, we cannot provide a suitable replacement within a reasonable period, we will offer an appropriate credit or refund for the lesson we cancelled. This does not apply where the lesson proceeds with a suitable replacement tutor or through an agreed alternative delivery method.

We may cancel or rearrange a lesson at short notice where illness, emergency, unsafe conditions, technology failure, safeguarding concerns or another event outside reasonable control makes delivery impracticable. We will communicate as soon as reasonably possible.

11 Ending tuition

There is no minimum enrolment period and no contractual notice period is required to end tuition. A parent or adult student may notify us at any time that they wish tuition to end.

Where a monthly tuition period has already been paid for and has begun, the student may continue attending the remaining scheduled lessons in that paid period. Fees are not refunded merely because the student chooses to stop attending or no longer wishes to use the reserved place.

Ending tuition does not remove liability for fees already due or affect rights and remedies relating to an earlier breach. Any refund required by consumer law or these terms will still be provided.

Although it is not a condition of enrolment, we recommend at least four months of consistent attendance to support continuity, meaningful progress monitoring and a fair opportunity for tuition to have an effect.

12 Consumer cancellation rights

Where a consumer enters into the tuition contract online, by telephone or away from our premises, a legal 14-day cancellation period will normally apply from the date the contract is made, unless an exception applies.

If the customer expressly asks us to begin tuition during that period and later cancels before the 14 days end, we may charge a proportionate amount for tuition supplied up to cancellation. If a service is fully

performed after the required express request and acknowledgement, the right to cancel that completed service may be lost.

Instructions and a model cancellation form are provided in our Website Terms and Conditions and Cancellation and Refund Policy. These rights are separate from the ordinary arrangements for ending tuition in clause 11.

13 Refunds credits and unused lessons

Tuition payments relate to reserved places and scheduled teaching within the relevant monthly period. Except where these terms, our Cancellation and Refund Policy or the law provides otherwise, no refund is due for a student's absence, late arrival, voluntary non-attendance or decision not to use the remaining lessons in a paid month.

A lesson credit exists only where Elite Tuition Centre confirms it in writing. Unless a different written period is required by law or expressly agreed, a credit expires 30 days after the original lesson date, cannot be transferred to another person and cannot be exchanged for cash.

Where a service is not provided with reasonable care and skill, is materially different from what was agreed, or is not provided within an agreed or reasonable time, the customer may have statutory remedies. Nothing in this clause removes those remedies.

14 Student and parent responsibilities

Parents, guardians and students must follow the Student and Parent Code of Conduct and any reasonable health, safety, safeguarding, online-security and premises rules. In particular, they must communicate respectfully, avoid disruptive or abusive behaviour, protect login details and respect the privacy and intellectual property of others.

Parents must keep contact and emergency details current, ensure appropriate travel and collection arrangements, and tell us promptly about relevant changes in support, health or safeguarding circumstances.

For online tuition, the parent or guardian remains responsible for suitable supervision appropriate to the student's age, a safe learning environment, a working device and internet connection, subject to the additional Online Tuition Policy.

15 Teaching progress and examinations

We will provide the agreed tuition with reasonable care and skill. Tutors may set work, give feedback, record attendance and monitor progress using methods appropriate to the student and service.

Progress depends on attendance, punctuality, participation, completion of work, prior attainment, independent study and other circumstances outside our control. We do not guarantee a particular grade, examination result, admission decision or rate of improvement.

Parents and students remain responsible for checking examination entries, deadlines, awarding-body rules, school requirements and official information unless a separate written service expressly places a particular responsibility on Elite Tuition Centre.

16 Additional needs and reasonable adjustments

We welcome relevant information about disabilities, special educational needs, medical conditions and other support needs. We will consider reasonable adjustments in accordance with applicable law and the nature of our service.

An adjustment must be discussed and agreed; it cannot be assumed from information supplied to us. If we cannot safely or reasonably meet a need within our service, we will explain this and, where possible, discuss suitable alternatives.

17 Safeguarding behaviour and suspension

Safeguarding is a priority. Concerns may be recorded and shared with our safeguarding lead, parents, local authorities, police, emergency services or another appropriate body where this is necessary and lawful to protect a child or another person.

We may remove a student from a lesson, suspend tuition or end the agreement where conduct presents a safeguarding, welfare, health, safety or serious disruption risk; where there is abusive, threatening or discriminatory behaviour; or where a material breach is not remedied.

Except where immediate action is necessary, we will explain the concern and provide a reasonable opportunity to respond. If we end tuition, we will deal fairly with fees for future services not provided, taking account of any loss caused by the breach and applicable law.

18 Learning materials recordings and intellectual property

Lesson materials, worksheets, videos, presentations, portal content and other resources remain the intellectual property of Elite Tuition Centre or the relevant owner. They may be used by the enrolled student for personal study only and must not be copied, sold, publicly shared or uploaded elsewhere without permission.

Students and parents must not photograph, audio-record, video-record or screen-record lessons, tutors or other students without prior written permission. Any recording authorised for accessibility or another specific purpose must be handled only as agreed.

19 Privacy and communications

We process personal information in accordance with our Privacy Notice. This includes information needed for enrolment, tuition, payments, progress, support, safeguarding, complaints and legal obligations.

Notices about payments, timetables, attendance, lessons, student progress, safety or safeguarding are service communications. Parents should monitor the contact channels they provide and inform us promptly if details change.

20 Our responsibility

We do not exclude or limit liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, and statutory rights that cannot be excluded.

We are responsible for foreseeable loss caused by our breach of contract or failure to use reasonable care and skill. We are not responsible for loss that is not foreseeable, is caused by inaccurate information or instructions supplied to us, or results from an event outside reasonable control where we took reasonable steps to reduce its effect.

We are not responsible for a student's examination entry, school decision, travel arrangements, personal property or independent use of third-party services unless a separate written agreement states otherwise or the law makes us responsible.

21 Complaints

A concern should be raised promptly with the tutor or centre team where appropriate. A formal complaint may be submitted to info@elitetuitioncentre.org.uk or to our registered office and will be handled under our Complaints Policy.

Raising a complaint does not affect statutory consumer rights. Information about independent consumer advice is available through GOV.UK and Citizens Advice.

22 Changes to fees services and terms

We may update fees, timetables, service arrangements or these terms where reasonably necessary. We will give reasonable advance notice of a material change affecting an existing customer.

A fee change will apply from the date stated in the notice and not retrospectively. If a material change would substantially disadvantage the customer, the customer may end tuition before it takes effect without paying for future tuition not supplied.

23 General legal terms

No waiver. If either party does not immediately enforce a right, that right may still be enforced later.

Severability. If a court finds part of these terms unlawful or unenforceable, the remaining terms will continue to apply.

Third party rights. A person who is not a party to the tuition contract has no right to enforce it under the Contracts Rights of Third Parties Act 1999.

Governing law. These terms are governed by the law of England and Wales. Consumers living elsewhere in the United Kingdom retain any mandatory protections that apply where they live.

Jurisdiction. The courts of England and Wales have jurisdiction. A consumer in Scotland or Northern Ireland may also bring proceedings in the courts where they live where applicable.

24 Contact details

Elite Tuition Centre Limited, 2 Cannon Hill Road, Birmingham, England, B12 9NN. Email: info@elitetuitioncentre.org.uk. Telephone: 0121 769 3292. Website: <https://elitetuitioncentre.org.uk/>.

Key tuition arrangements

This summary is provided for convenience. The full terms above apply and take priority if a point requires more detail.

Topic	Arrangement
Payment	Monthly and in advance by the stated due date.
Minimum enrolment	None. Four months is recommended for continuity and meaningful progress tracking.
Ending tuition	No contractual notice period. The current paid month continues; voluntarily unused lessons are not refunded.
One-to-one changes	At least 24 hours' notice. Rearrangement is subject to availability.
Group lessons	Fixed timetable; individual absences are not rescheduled.
Credits	Only where confirmed by the centre; normally expire 30 days after the original lesson date.
Late arrival	The lesson still ends at its scheduled time.
Centre cancellation	A mutually agreed replacement lesson, or an appropriate credit or refund if replacement is not reasonably possible.
Regular closures	School holidays and bank holidays under the published timetable.
Holiday clubs	Separate service with an additional fee.
Trial lessons	Not offered.
Assessments	Carried out after enrolment.

Acknowledgement. By completing enrolment or allowing tuition to begin after receiving these terms, the contracting parent, guardian or adult student confirms that they have read and accepted them, subject to statutory rights.