



1:1 Tutoring – Booking, Changes & Cancellations

Updated 20 Jan 2026

Your time and energy are precious – and so is the preparation that goes into each 1:1 session. This policy keeps things fair and kind for both of us.

1. Booking your session

- Your session is confirmed once full payment has been received (or as otherwise agreed in writing).
- Advance booking helps me plan and prepare a session that is tailored to you.
- Some slots may have a waiting list; if you'd like to be added, just let me know.
- Payment is due at the time of booking and must be received at least 24 hours before the session. Unpaid sessions may be released to someone else.

2. If you need to cancel or reschedule a single 1:1 session

Life happens – work, illness, family, weather – so please let me know as soon as you can.

- More than 48 hours before the session
You can choose either:
 - a full refund, or
 - a credit to use towards another 1:1 session within 12 months.
- Between 24 and 48 hours before the session
 - I'm not able to offer a refund, but I'm happy to give you a credit towards another 1:1 session within 12 months.
- Less than 24 hours before the session, or if you do not attend
 - At this point it is very hard to offer the slot to someone else, so the session is normally non-refundable and non-transferable.
 - In exceptional circumstances, please still reach out – I will always listen and do my best to be understanding.
 - You're welcome to reschedule a session once with more than 48 hours' notice at no extra charge. Further changes are treated as a cancellation under the timings above.

3. If you've booked a block/package of 1:1 sessions

Cancelling the whole block before it starts

- More than 7 days before the first session, you can choose either:
 - a refund or

- a full credit towards a future block or sessions.
- Within 7 days of the first session:
 - The block is normally non-refundable, but I may be able to offer a partial credit at my discretion.

After the block has started

- Once the block has begun, the package is normally non-refundable.
- If you miss an individual session within your block, that session is usually non-refundable and non-transferable.
- I will always do my best to offer prompts, resources or ideas so you can keep following your learning thread between sessions.

4. How to contact me

If you need to cancel or reschedule, please email, text or WhatsApp:

- Email: louisa@fearnleys.org.uk
- Phone/WhatsApp: 07970 69 27 65

The time stamp on your message is what I use to work out which part of the policy applies.

5. If I ever need to cancel or reschedule

If I need to cancel or reschedule (for example, due to illness or an emergency), you will always be offered:

- a full refund for that session, or
- a transfer/credit to a new date or a future session.

If I need to end an ongoing block early for any reason, I will refund any remaining sessions.

6. No-show/lateness policy

- If a student is more than 20 minutes late without contact, the session may still end at the scheduled time and will be treated as taken, and the full session fee will be taken.
- If you know you are running late, please message if you can – I will always try to use the remaining time as well as possible.

7. Kindness, boundaries and special circumstances

- These sessions are educational and creative in nature and are not a replacement for medical, psychological or therapeutic support.
- I genuinely value the relationships we build through 1:1 work and want to be as flexible as I reasonably can. This policy gives a clear baseline and protects the time we ring-fence together.
- If something big or unexpected comes up, please talk to me – there is always room for a conversation, and decisions in exceptional circumstances are at my discretion.

Thank you so much for supporting small, local creative work – it makes a real difference.