



FEE SCHEDULE



FEES, PAYMENTS AND PACKAGES

Payment in advance

All sessions and programs must be **paid in advance** before tutoring commences, unless a written payment plan has been agreed with TLC.

Payment methods

Payments may be made:

- Via TLC's website upon application;
- Via a secure payment link issued by the TLC administration team; and
- Through **PayPal** as the payment processor.

One-on-one session packages

One-on-one sessions may be purchased as:

- Single sessions;
- Packs of **5 sessions**; or
- Packs of **10 sessions**.

Bulk purchase **discounts** may apply.

Bulk packages – non-refundable

Discounted bulk session packages (e.g. 5 or 10 session packs) are **non-refundable** due to the discount applied. Subject to the cancellation policy, sessions within a package may be rescheduled or credited (see section 6), but **unused discounted sessions are not refundable**.

Payment plans

Payment plans may be available upon discussion with the TLC administration and enrolment team. Any agreed payment plan must be documented and followed; failure to comply may result in suspension of services.

CANCELLATIONS, RESCHEDULING, CREDITS AND REFUNDS

One-on-one sessions

Session cancellations by Parent/Guardian (24 hours)

- A minimum of **24 hours' notice** is required to cancel or reschedule a one-on-one session without charge.
- If less than 24 hours' notice is provided, the session **may be charged in full** and no refund will be provided.
- Where appropriate notice is given, TLC will make reasonable efforts to reschedule the session.

Cancellations by TLC

If TLC cancels a one-on-one session, we will:

- Offer to reschedule the session, or
- Issue a **session credit** for future use.

If no mutually acceptable reschedule or credit option can be agreed, a **refund** for that session will be provided.

Session credits and expiry

Session credits (e.g. where sessions are cancelled by TLC or agreed as a credit instead of a refund):

Must be used within **90 days** of the date of issue; and
Will **expire after 90 days** and are **not refundable**.

Exceptional circumstances

Refunds for one-on-one sessions (beyond those described above) are only considered in **exceptional circumstances**, for example:

- Serious illness, injury or hospitalisation of the Student;
- Family bereavement or critical family emergency;
- Natural disaster or major event affecting the Student's ability to attend;
- Documented medical or psychological reasons that prevent ongoing participation;
- Relocation where ongoing participation (including online) is not reasonably possible.
- TLC will assess exceptional circumstances on a case-by-case basis and may request supporting documentation.

Group sessions (fixed term programs)

No standard refunds or credits

Group sessions operate on a fixed timetable and term structure. Once enrolled:

- No refunds or credits are available for missed or unattended group sessions; and
- Make-up classes are not guaranteed.

Group session exceptional circumstances

In exceptional circumstances similar to those in clause 6.1.4, TLC may, at its discretion:

- Offer a partial credit,
- Offer transfer to another program where feasible, or
- Consider other reasonable alternatives.
- This decision will be made by TLC management, guided by your Safeguarding and Privacy obligations.

Ending ongoing enrolment (two weeks' notice)

Notice requirement

For ongoing weekly or term-based enrolments, the Parent/Guardian must provide **a minimum of two (2) weeks' written notice** to cancel the enrolment.

Fees during notice period

The Parent/Guardian remains responsible for all **fees within the two-week notice period**, regardless of attendance, as TLC will have reserved that time and resources for the Student.

Refund of unused sessions

For prepaid one-on-one sessions (excluding non-refundable bulk-discount packages):

- Unused sessions after the end of the two-week notice period will be **refunded within 10 business days**, or
- May be converted to credits at the Parent/Guardian's request (subject to the 90-day expiry).

This does not apply to group term programs or discounted session packs, which remain non-refundable except in exceptional circumstances.

1:1 ONLINE

	SINGLE	5 BUNDLE	10 BUNDLE
YEAR 5-12	\$77.00	\$365.00	\$690.00

1:1 FACE TO FACE

	SINGLE	5 BUNDLE	10 BUNDLE
YEAR 5-12	\$88.00	\$415.00	\$790.00

GROUP ONLINE

	8 WEEK BLOCK
YEAR 5-8	\$280.00

GROUP FACE TO FACE

	8 WEEK BLOCK
YEAR 5-8	\$330.00

