

Rosalind Brown

Terms and conditions for teaching sessions

I'm looking forward to working with you! Please find below my full terms and conditions.

Last updated: March 2026

Reading your work

Any work to be discussed during the session should be sent by email **in Word document format (or editable equivalent – not PDF)** at least 72 hours in advance of the session, to give me time to read it thoroughly. If work is sent after this time, I may not have time to read it; in this case, the session may be postponed or charged at the non-reading rate. If you send work that is longer than the agreed word count, I will stop reading when I reach that point in the text.

I provide feedback during the lesson only, not by email. If you would like written feedback, including an annotated copy of your work, please enquire about a reader's report or correspondence teaching.

I do not provide feedback or edits on work that I know will be submitted for school, university, or other educational assessments.

Teaching sessions

I teach online on Google Meet or Microsoft Teams, usually in the afternoons UK time (I can usually schedule an occasional morning, evening or weekend session), and will send you a link when your booking is confirmed. I would suggest joining the call a minute or two early to troubleshoot any problems before our time starts. If you are having trouble joining the call, please email me immediately so I know you are there and can wait for you.

If you are running late, please let me know via email and I will wait for you (though the lesson will still finish on time); if you are more than 15 minutes late and haven't given me advance notice, I will assume the session is cancelled and invoice you at the no-show rate detailed below. If the session is part of a block booking, this will be taken into account at the next invoice.

Cancellations

- If you are need to cancel a session and let me know more than 18 hours in advance, I will reschedule the session once.
- If you cancel (other than for illness or emergency) with between two and 18 hours' notice, the session will not be rescheduled and will be invoiced at 25% (40% if I have read work in advance).

- Cancellations less than two hours before the start of the session, even for illness, will be invoiced at 50% (65% if I have read work in advance).
- No-shows without notice will be invoiced at 75% (90% if I have read work in advance).

These rates are to take into account my prep time for our sessions, and to protect my time from frequent rescheduling. Likewise, I generally won't cancel a session once it has been scheduled other than for illness or emergency.

Payment

Payment for single teaching sessions will be invoiced immediately after the session, and should be made by bank transfer (within UK) or PayPal (outside UK) within 48 hours of the invoice being sent. Full details for payment will be included on your invoice. See my price list for details of how other forms of teaching are invoiced. If no payment is received, no further sessions will take place until the invoice is paid. If payment is repeatedly late I will invoice any further sessions in advance.

If you are claiming the reduced rate for 18-25-year-olds or full-time students, proof of age/student status will be requested before sessions are booked. No proof of low income will be requested.

If you have a query not answered in these terms and conditions, please do get in touch by email or using [my website contact form](#).