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PARENTS & ADMINISTRATION

Website and Service Terms

The terms for using our website, booking with us, and our resources.



POLICY OWNER

Director

APPLIES TO

Everyone using our website; every family booking a service

THE ONE RULE TO REMEMBER

A booking is confirmed only when you receive our official acceptance email.

1. About us

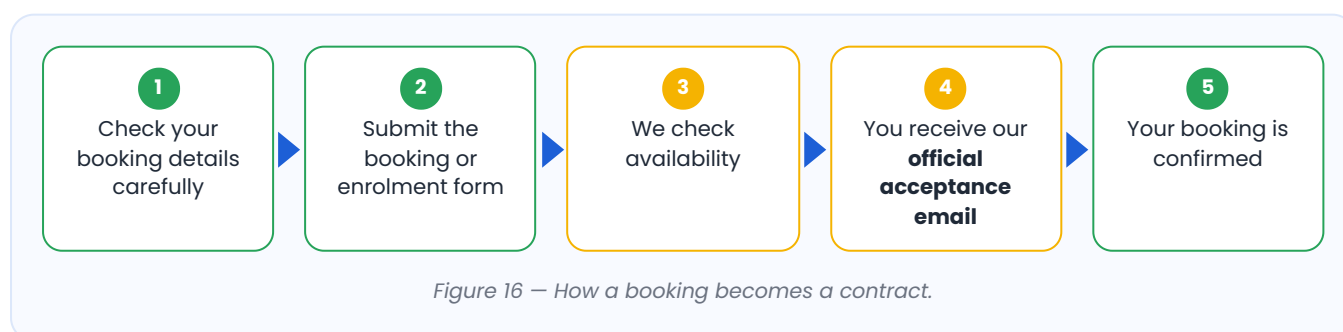
These terms are between you and JMS Publishers and Providers Limited, trading as Pass 11 Plus Grammar and PASS my GCSEs ("we", "us", "our"), 208 Beech House, 1a Greenfield Crescent, Edgbaston, Birmingham B15 3BE. By using our website or booking our services you agree to these terms and to the policies they refer to, in particular Policies 5, 7, 11, 12, 16 and 17.

Which document applies: enrolled families also sign our Enrolment Terms and Conditions. Where these terms and the Enrolment Terms and Conditions differ, the Enrolment Terms and Conditions apply, except on personal data, where Policy 12 applies.

2. Using our website

- Our website is open to visitors of all ages. Parents and guardians are responsible for supervising their children's use of it; content-filtering software can help.
- Content in our children's areas, and any links from them, is reviewed by our specialists.
- Information on the site is for general guidance. We work to keep it accurate and current, and correct errors as quickly as we can, but it may occasionally be out of date.
- Links to other websites and third-party tools are provided for convenience. We are not responsible for their content; please read their own terms and privacy policies.
- We may limit or decline access to our website or services where necessary.

3. Booking a place



- All bookings are subject to availability at the time of confirmation.

- If a price, date or description on our site contains an error that affects your booking, we will contact you promptly to discuss your options before going ahead.
- Online sessions are for registered children only. Sharing access with anyone else may lead to the place being withdrawn.
- Please give us accurate, up-to-date information and tell us of any changes.

4. Continuing enrolment and natural progression

A place with us is not a one-off booking. Enrolment is continuous: your child keeps their place from term to term and moves up through our courses as they grow, so their learning carries on without a gap. **This natural progression continues until you advise us to stop by giving one month's notice under Policy 16.**



- A child preparing for the 11+ who sits and passes the test moves up into our Year 6 group, covering SATs and preparation for secondary school.
- From there they continue into GCSE preparation with PASS my GCSEs, and on to A-Level where we offer the subject.
- A child who does not pass, or who is still preparing, continues in the group that best fits where they are.
- We tell you before your child moves group, including the day, time and fee for the new group. The new fee applies from their first lesson in that group.
- Until we receive notice under Policy 16, tuition continues and invoices are issued as normal.

5. Our resources and intellectual property

All our resources, mock exam papers, questions, recordings and website content belong to us. They are provided for your child's personal educational use only. Please do not copy, alter, sell or share them with anyone who is not authorised, and let us know if you see our materials being used elsewhere. Mock exam papers are not released to parents (Policy 17).

6. Our responsibilities

- We provide our services with reasonable care and skill, using experienced specialists who hold enhanced DBS checks.
- We do not guarantee any exam result or school place.
- We are not responsible for losses that were not reasonably foreseeable, or for interruptions caused by events outside our control, such as internet or platform outages.
- Nothing in these terms limits our liability for death or personal injury caused by our negligence, or anything else that cannot be limited by law. Your statutory rights are not affected.

7. Notices

Sent by	Treated as received
Hand delivery	On the day of delivery
First-class post to the correct address	72 hours after posting
Email to the most recently used address	24 hours after sending, unless a delivery failure is received

Notice to end an enrolment is different: it takes effect on the date we receive your email, under Policy 16.

8. Changes to these terms

We may add to, amend, replace or withdraw any part of these terms at any time, as the company sees fit – for example to reflect changes in our costs, in the law, in exam specifications, or in how we deliver lessons.

- The current version is always the one published at pass11plusgrammar.co.uk, and it replaces every earlier version.
- Where a change affects you, we will tell you by email, giving at least one month's notice before it takes effect.
- If you do not accept a change, you may end your enrolment under Policy 16. Your child's place continues on the updated terms until you do.

9. General

If any part of these terms is found to be unenforceable, the rest continues to apply. If we delay in enforcing a right, we do not give it up. Headings are for convenience only. These terms are governed by the law of England and Wales, and disputes are subject to the courts of England and Wales.