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PARENTS & ADMINISTRATION

Fees, Payments and Cancellations Policy

Clear, fair terms for invoices, payments, notice periods and refunds.



POLICY OWNER

Director

APPLIES TO

All families and bookings

THE ONE RULE TO REMEMBER

Invoices on the 24th, direct debit on the 28th. A place continues until one month's notice is received.

1. Invoices and payment

1

24th

Invoice issued for the following month

2

28th

Direct debit collected (other approved methods must reach us by the 28th)

3

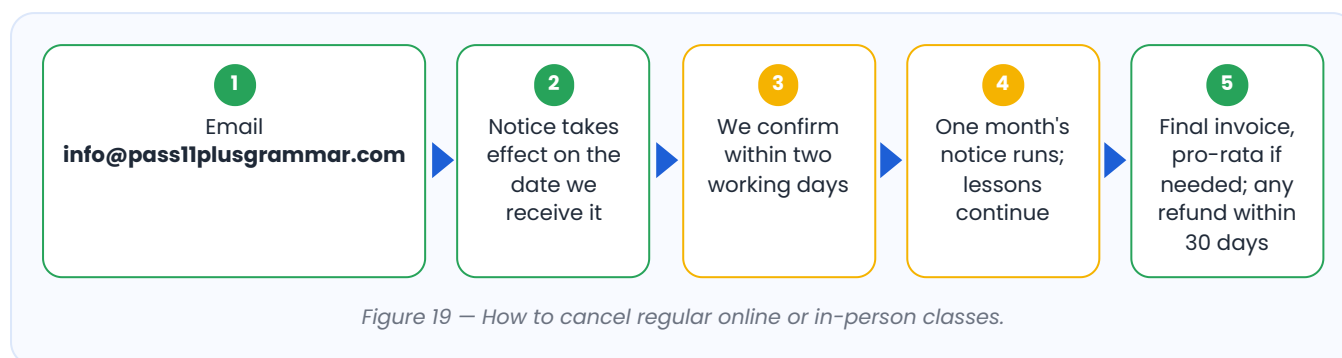
Late

Late payment fee applies

Figure 18 — The monthly payment cycle for regular classes.

- Enrolment is continuous. A place, and the monthly invoice for it, continues until you give one month's notice under section 2 — there is no end date and no need to renew.
- Current fees are published on our website and confirmed at enrolment. Registration fees are non-refundable, subject to your cooling-off rights (section 5).
- If a direct debit fails or payment is not received by the 28th, a late payment fee of 10% of the amount overdue applies, up to a maximum of £60.
- Lesson fees are charged whether or not your child attends. Where a lesson is missed, catch-up material is provided wherever we can.
- Where applicable, a sibling discount of up to 10% may be offered to families with more than one child enrolled.
- Payments cannot be transferred, exchanged or carried forward to another course, class or booking (except mock exam transfers, section 4).
- When your child moves up to the next group as a natural progression (Policy 15), we tell you first, and the new group's fee applies from their first lesson in it.
- If fees for an ongoing course need to change, we give at least one month's written notice, so you can decide whether to continue.

2. Notice to cancel regular classes



If you have not had our confirmation within two working days, please contact us so we can check it arrived.

3. Notice periods for other services

Service	Notice to cancel	Also note
Regular classes (online or in person)	One month, by email	Pro-rata final payment where applicable
Intensive courses and booster courses	One month, in writing	Late collection charges apply
Workshops	Two weeks	Late collection charges apply
One-to-one sessions	Two weeks	Late collection charges apply
Individual mock exam bookings	Two weeks	Less than two weeks' notice is non-refundable; transfer to another date £20

Eligible refunds are processed within 30 days of confirmation.

4. Mock exam transfers

A confirmed mock exam booking may be moved to another available date for a £20 administration fee. See Policy 17.

5. Your cooling-off rights

If you book online, by phone or by email, you may cancel within 14 days of booking for a full refund. If you ask us to start lessons within those 14 days, we will charge for the lessons already provided.

6. If we cancel or the centre closes

If we cancel a lesson or the centre has to close, we will offer an online alternative wherever possible. If we cannot, the lesson will be rescheduled or credited.

7. Free trial lessons

- Available at the Office team's discretion, online or in person, when places allow.
- One hour, and one trial per child, however many subjects they study.
- Booked only through the online free trial form.

8. Hardship

Families facing financial difficulty can speak to the Director in confidence about a payment plan.