

T&C

ENROLMENT AGREEMENT · VERSION 1.2 · OCTOBER 2026

Enrolment Terms and Conditions

Pass 11 Plus Grammar and PASS my GCSEs · please read, then confirm by email



Thank you for choosing us. These terms form the agreement between you and JMS Publishers and Providers Limited, trading as Pass 11 Plus Grammar and PASS my GCSEs ("we", "us"). They summarise our full policies, which are published on our website. Please read them carefully before your child's first lesson.

THE MOST IMPORTANT TERM

Your child's place with us continues, and is invoiced each month, **until we receive one full month's notice by email**. Your notice takes effect on the day it reaches us. The notice period gives us time to plan and hand over your child's learning properly, and gives your child a settled finish rather than an abrupt stop.

1. Ending your enrolment: one month's notice

- Tuition continues until we receive your notice. There is no end date on your child's place — lessons and monthly invoices carry on until you tell us to stop.
- To end regular classes (in person or online), email **info@pass11plusgrammar.com** giving at least **one month's notice**.
- Your notice **takes effect on the date we receive your email**. We confirm it within two working days; if you have not had our confirmation by then, please contact us so we can check it arrived.
- Your child may continue attending during the notice month, and fees for that month are payable.
- If your notice does not start on the 1st of the month, a pro-rata final payment covers the rest of the notice period.



If the one-month deadline is missed

If notice is not given in time, your child's place continues and the following month's tuition is invoiced as normal. **Please email us as soon as you decide to leave:** the notice period starts from the date your email reaches us, and no further months will be invoiced after it ends.

Example	What happens
Notice received on 1 November	Last month of tuition is November. No December invoice.
Notice received on 15 November	November is paid in full; a pro-rata payment covers 1–15 December. Enrolment ends on 15 December.
No notice given; child stops attending	The place continues and monthly invoices are still issued until one month's notice has been received.

2. Continuing enrolment and natural progression

Enrolment with us 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 section 1.**



- 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 will 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.
- If you do not want your child to move up or to continue, please give one month's notice under section 1. Until we receive that notice, tuition continues and invoices are issued as normal.

3. Fees and payment

- Invoices are issued on the **24th of each month** for the following month and payment is collected by direct debit on the **28th of each month**. If you pay by the parent portal or another approved platform, payment must reach us by the 28th.
- 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. Registration fees are non-refundable, subject to your cooling-off rights (section 5).
- Payments cannot be transferred to another course, class or booking.
- Where applicable, a sibling discount of up to 10% may be offered.
- If fees for an ongoing course change, we give at least one month's written notice.

4. Notice periods for other services

Service	Notice to cancel	Note
Regular classes (in person or online)	One month, by email	See section 1
Intensive courses and booster courses	One month, in writing	Late collection charges apply
Workshops and one-to-one sessions	Two weeks	Late collection charges apply
Individual mock exam bookings	Two weeks	Less notice is non-refundable; date transfer £20

Eligible refunds are processed within 30 days of confirmation.

5. Cooling-off period

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

6. Attendance and collection

- Please escort your child to the main entrance; our staff guide students to their classroom.
- Tell us about any absence before the lesson starts. If a child we expect has not arrived, we will call you.
- Collect your child on time. After a 15-minute grace period, a late collection charge of £10 applies for every further 15 minutes.
- Students in Year 6 and below are released only to an adult you have named to us, unless you have given written permission for them to leave alone.
- Persistent absence without notice may lead to your child being unenrolled, after we have spoken with you.

7. Online lessons

- Online lessons are for your registered child only. Never share the link or passcode.
- Your child joins under their real name, with camera on, from a quiet shared space, with an adult at home.
- Lessons must not be recorded, photographed or screenshotted.
- If the centre has to close, we will move lessons online wherever possible; otherwise lessons are rescheduled or credited.

8. Behaviour, homework and conduct

- Students follow our Classroom Code: punctual, prepared, listening and respectful.
- Homework, including uploaded work for online classes, must be completed on time.
- We expect students **and parents** to treat our staff with courtesy at all times.
- Parents are responsible for the cost of repairing or replacing centre property damaged by their child.
- A place may be withdrawn for repeated disruption, persistent missed homework, or failure to follow our safeguarding and conduct policies, after a meeting with the Director.

9. Safeguarding

Every specialist holds an enhanced DBS check. Any concern about a child's safety is passed to our Designated Safeguarding Lead the same day, and we may share information with the appropriate authorities where we are required to. If you are worried about a child, please contact us straight away.

10. Your information and photographs

We collect only the information we need to teach and care for your child, and keep it securely under our Data Protection Policy and Data Processing Procedures. We will never use your child's photograph, name or results in marketing without your separate written consent, which you can withdraw at any time.

11. Our resources and mock exams

- All our resources are for your child's personal use only and must not be copied or shared.
- Mock exam papers are not released to parents. Results are normally available within 10 working days, are for guidance only, and do not guarantee a school place.

12. Complaints

Please speak to us first; most concerns are resolved quickly. Formal complaints can be sent to the Director at info@pass11plusgrammar.com and are handled under our Complaints Policy: acknowledged within 5 working days and answered within 15. A complaint about the Director goes instead to our Independent Safeguarding Adviser, who is external to the centre, and is never handled by the Director.

13. General

These terms, together with our full policies published at pass11plusgrammar.co.uk/policies, form our agreement. Where these terms and a published policy differ, **these terms apply**, except on personal data, where our Data Protection Policy applies. Nothing in these terms affects your statutory rights. They are governed by the law of England and Wales.

14. Changes to these Terms and Conditions

We may add to, amend, replace or withdraw any part of these Terms and Conditions 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. This includes our fees, class structure, timetable, course content and the way our services are delivered.

- 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 section 1, and we will not apply the change to the notice month. Your child's place continues on the updated terms until you do.



CONFIRMATION

Parent / Guardian Declaration

Please complete, or simply reply to our email with the details below.

**HOW TO CONFIRM**

Reply to our enrolment email with **(1) your full name, (2) your child's full name** and **(3) the programme** your child is enrolling in. Your reply confirms that you have read, understood and agree to these Terms and Conditions, including the **one month's notice** required to end your enrolment. You may also print, sign and return this page.

I confirm that I have read and understood these Enrolment Terms and Conditions and agree to be bound by them and by the policies they refer to. In particular, I understand that:

- my child's place, and the monthly invoices for it, **continue until I give one month's notice by email;**
- my child will **move up to the next course or group as a natural progression** unless I advise otherwise;
- fees remain payable until the notice period has ended.

PARENT / GUARDIAN FULL NAME

CHILD'S FULL NAME

PROGRAMME ENROLLING IN

CHILD'S SCHOOL YEAR

PARENT / GUARDIAN SIGNATURE

DATE

Signed on behalf of JMS Publishers and Providers Limited
trading as Pass 11 Plus Grammar and PASS my GCSEs

SIGNATURE

DATE

Jag Singh, Director

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