



KINGSBURY EDUCATION

THE 11+ EXPERTS

PAYMENT & REFUND POLICY

UPDATED JUNE 2020

This policy applies to all bookings made to Kingsbury Education for one of Our services: 11+ Hubs, Mock Tests, Intensive Coaching Sessions & 1:1 Private Tuition.

Who are 'we'?

In this policy, whenever you see the words 'We', 'Us' or 'Our', it refers to Kingsbury Education.

Your acceptance of this policy, and Our right to change and update it.

By booking and paying for Our services, you agree to all our T&C's. These can all be found on Our website, kingsburyeducation.com. We have the right to change and update our policies at any time and the most up-to-date versions can be found on Our website.

Payments

Pre-payment is needed to secure your child's place at Our 11+ Hubs, Mock Tests and Intensive Coaching sessions. Pre-payment is also needed when booking 1:1 Private Tuition lessons. Your payment also confirms that you agree with all Our T&C's that can be found on Our website, kingsburyeducation.com. Please read these before making any payments to Us.

Multi-booking Discounts

We often apply a goodwill discount to Our 11+ Hubs, Mock Tests & Intensive Coaching services where there is a multi-booking.

11+ Hub sessions are always booked in multiples and the more you book, the cheaper each class becomes. All 11+ Hub sessions are booked in blocks of 12, 15 or 20 sessions, however We can offer different nominations, at Our discretion, if, for example, less than 12 sessions remain until the 11+ tests. We offer 'buffer' sessions, allocated and limited according to the amount of sessions booked, to allow for missed sessions due to illness or unforeseen circumstances. It is helpful to let Us know before the missed 11+ Hub session in order for Us to then add it onto the end of the booking. You will be informed of how many 'buffer' sessions you are allocated when you book a place onto Our 11+ Hubs.

Payments and multi-discounts for Our 11+ Hubs cannot be mixed or interchanged with Our Mock Tests or Intensive Coaching Sessions.

Mock Tests & Intensive Coaching sessions can be booked together to receive a discount. They need to be booked at the same time in order to receive the multi-booking discount.

Refunds

Once payment has been made for any of Our services then no refund can be issued. There are no exceptions. If circumstances change for you, we will do Our very best to accommodate, however this cannot be guaranteed and is not your right. If you miss the session you have booked, and do not give us any prior warning to make a request to swap, then understandably no refund can be given. Swapping is discretionary and based on availability.

If conditions out of Our control mean that any of the services booked cannot run, but an alternative provision is made, then all bookings will still stand and no refund will be issued. We are committed to continued, consistent and high quality tuition. In the unlikely event that We cancel, without an alternative provision or if we are unable to rearrange any of Our services that have been pre-paid for, then an exchange or refund can be issued.

If you do not agree with Our Payment and Refund Policy or any of our T&C's then please do not book or pay for any of Our services.