



Cancellations, Refunds and Payments Policy

This document outlines our policy regarding cancellations, refunds and payments. This applies to all lessons booked with A2B Education.

Paying for lessons

We require that all lessons be paid for in advance of the scheduled lesson date. We ask that all payments are made via BACS transfer.

If you purchase a block of lessons, we will email you in advance of the final lesson of that block, to see if you would like to purchase another.

Lessons cannot go ahead without pre-payment, and we reserve the right to cancel lessons until a time whereby payments have been received.

Cancelling a lesson

To cancel a scheduled lesson, please get in touch with us by emailing a2beducation@gmail.com or phoning 07444 156562 during business hours. We will endeavour to acknowledge your email as soon as possible.

We require that you cancel any lessons as soon as possible, so that we can look to fill the open slot. Any scheduled lessons must be cancelled more than 24 hours in advance, and failure to adhere to this will result in the full price being charged. This is subject to management discretion.

If we cancel a lesson, we will look to rearrange the lesson for some time that week, or extend the next sessions to ensure the hour is not lost.

Any mock exams or holiday courses that you have purchased can be flexibly changed if you cannot attend a session that you are booked on. We will need more than 3 days' notice for this, however, and is subject to how much space remains in our other sessions.

For our group 11+ sessions, we require more than 24 hours notice if you cannot attend the session you are scheduled on. Any less than 24 hours and the full price will be charged, subject to management discretion.

Rearrangement may be possible if there is space available in our other sessions.

Refunds

Should a lesson be cancelled, we will endeavour to rearrange the scheduled lesson so the student does not lose the contact time. If, however, this proves impossible, then we will refund the full amount of money owed. This is subject to the amount of notice given, as detailed above.

Dated: 4th September 2019