



TERMS AND CONDITIONS

Last Updated: [01.11.2025]

These Terms & Conditions outline the rules, expectations, and responsibilities for parents, students, and Propel Learning. By enrolling a child or using our services, you agree to these terms.

1. Enrolment & Registration

- 1.1 Students are enrolled once a completed registration form and any required documents have been submitted.
- 1.2 Parents/guardians must provide accurate information, including emergency contacts and medical or learning needs.
- 1.3 Propel Learning reserves the right to refuse enrolment if safety or behaviour concerns arise.

2. Fees & Payments

- 2.1 Tuition fees must be paid in advance, weekly or monthly depending on your chosen plan.
- 2.2 Payments can be made by bank transfer, standing order, childcare schemes, or approved vouchers (e.g., Tax-Free Childcare).
- 2.3 Late payments may result in suspension of sessions until the balance is cleared.
- 2.4 Fees are non-refundable unless otherwise stated in this policy.
- 2.5 Any changes to fees will be communicated with reasonable notice.

3. Cancellations, Absences & Refunds

- 3.1 Missed sessions by students are non-refundable and cannot be transferred to future weeks.
- 3.2 If Propel Learning cancels a session, a replacement class or credit will be offered.
- 3.3 For planned absences (holidays, appointments), advance notice is appreciated but refunds do not apply.
- 3.4 In the event of long-term illness, refunds or credits may be considered with medical evidence.

4. Behaviour & Conduct

- 4.1 Students must behave respectfully towards staff, tutors, and peers.
- 4.2 Bullying, disruptive behaviour, or unsafe actions may lead to suspension or permanent removal.
- 4.3 Parents/guardians are responsible for ensuring their child understands centre rules.
- 4.4 Damage to property caused by a student may be charged to the parent/guardian.

5. Safeguarding & Welfare

- 5.1 Propel Learning follows strict safeguarding procedures as outlined in our Safeguarding Policy.
- 5.2 Parents must inform us of any health conditions, allergies, or additional needs.
- 5.3 Students must be collected on time. Repeated late pick-ups may incur a charge.
- 5.4 Photography or recording inside the centre is not allowed unless authorised by management.

6. Tuition & Learning

- 6.1 All sessions are delivered by qualified teachers or experienced tutors approved by the management.
- 6.2 Learning materials are provided where appropriate.
- 6.3 Progress updates may be shared with parents upon request.
- 6.4 Propel Learning does not guarantee specific exam results but ensures high-quality support.

7. Online Sessions (If Applicable)

- 7.1 Students must log in on time and follow tutor instructions.
- 7.2 Cameras may be required to ensure safeguarding and engagement.
- 7.3 Sessions may not be recorded or shared by parents/students.

8. Health & Safety

- 8.1 Propel Learning complies with health and safety regulations to ensure a safe learning environment.
- 8.2 Parents must not send children to the centre when unwell or contagious.
- 8.3 In emergencies, staff may act in the child's best interest, including contacting emergency services.

9. Data Protection & Privacy

9.1 Personal data is collected and processed in accordance with our Privacy Policy and UK GDPR.

9.2 Information is kept secure and only shared with relevant parties when legally required (e.g., safeguarding).

10. Termination of Services

10.1 Parents may withdraw their child with two weeks' notice in writing.

10.2 Propel Learning may terminate enrolment for:

- Persistent behaviour issues
- Non-payment of fees

11. Liability

11.1 Propel Learning is not liable for loss or damage to personal belongings brought by students.

11.2 While we take all reasonable precautions, we are not responsible for injuries resulting from behaviour that breaches centre rules.

12. Changes to Terms & Conditions

12.1 Propel Learning may update these Terms & Conditions when necessary.

12.2 Parents will be informed of significant changes with reasonable notice.