

**i12Learn Education Centre**  
**Terms and Conditions (v2024)**

**Attendance**

Students must attend the classes listed on their timetable. In the case of absence, the Centre must be informed via text message (079-7262-2458). All missed lessons will be charged.

**Punctuality**

Being late for classes is not only detrimental to the academic progress of the latecomer, but is disruptive for the entire class. Student should take place in the classroom at least five minutes before the commencement of the class. Students will not be admitted to lessons after 20 minutes from the start of the lesson. Persistent lateness may be suspended from the Centre.

**Books & stationery**

The Centre provides students, where applicable, with the relevant course materials. The textbooks and other course materials forming an essential part of class work must be brought to the class by students. Students are expected to buy their own textbooks and stationery.

**Conduct**

Students are expected to conduct themselves responsibly on the Centre premises. Misconduct may result in suspension of the student from the Centre. In such cases no refund of fees will be given and any outstanding tuition fees will be payable in full.

**Deposit**

- a) Cancellation is subject to a month's notice period unless expressly stipulated otherwise.
- b) GCSE and 11+ group programmes are subject to a term's notice (12 weeks).
- c) Notice must be made by email to [info@i12learn.co.uk](mailto:info@i12learn.co.uk) or text message (079-7262-2458).
- d) Notice period starts from the time of actual notification by email or text message.
- e) Notice of holiday or time-off does not constitute notice of termination.
- f) Notice of termination must be served during the period of studies.
- g) Students entitled to attend lessons during the notice period.

**Fees**

- a) The Centre may suspend students without notice if their fees are in arrears.
- b) Students not completing their studies for any reason will not be eligible for a refund, discount or credit and will be liable for the outstanding fees even if they stop attending the course for whatever reason.
- c) The student is responsible for ensuring that (s)he has understood the costs involved in taking their selected course.
- d) After the course commencement no amendment can be made to the tuition fee stated on the receipt.
- e) Tuition fees does not include any other fees such as registration, exemption, membership, examination fees or cost of books.
- f) Enrolment on the course creates a binding agreement to follow the course and to pay the full fee.
- g) Private lessons will be charged unless 48 hours' notice is made by email to [info@i12learn.co.uk](mailto:info@i12learn.co.uk) or text message (079-7262-2458) and replacement lessons will be held at a mutual agreed date.

### **Refund Conditions**

- a) Fees are not refundable if, the student redraw from their course at their own accord, stops attending or leaves the course before its completion or is suspended by the Centre owing to non-attendance, misconduct etc.
- b) Request for refund must be in writing and submitted to the Centre at least four weeks before the commencement of the course. Request of refund does not automatically infer acceptance to refund.
- c) Full fees are only refunded if for any reason the course is not conducted by the Centre.
- d) A minimum of 10 weeks is needed for the processing of refunds.
- e) No interest is paid on any refund payments.
- f) No refunds are due where students have postponed the commencement of their course or where students decided to redraw due to personal reason(s).
- g) All refunds are made subject to their prior approval of the Management.
- h) The Centre reserves the right to withdraw an advertised course which insufficient number of students enrolls and to close any class if low numbers attending make it no longer viable.

### **Misconduct**

- a) Misconduct is behaviour, on the part of the student, learner or parent, which is so bad that it destroys the relationship between the Centre, tutors, student, learner or parent, and merits instant termination of the contract without notice or payment. Any outstanding payment is due immediately.
- b) Misconduct includes the following behaviour, but not exhaustive list:
  - Discrimination, theft, threat, cheating, lying, damage to property, abusive language, rude behaviour.

**Note: A legal effect of incorporation by reference of the above terms and conditions upon or during completion of registration. No amendment or changes apply.**