



September 2020

Terms and Conditions

Payment Terms

Once you have completed their three-week trial period, all payments should be made via automatic Direct Debit using the GoCardless system. Payment for the month will be taken on the **28th of the month** preceding.

Kin Learning will make reasonable efforts to ensure all customers are signed up to the Direct Debit system so that payments can be taken regularly and without delay. You will receive automatic notification if your Direct Debit payment is missed or cancelled. We will make reasonable efforts to reinstate payments to avoid disruption to your child's class/classes, however, Kin Learning reserves the right to immediately cease all classes if payments are missed or cancelled without consultation.

Notice

If you choose to stop classes after your three-week trial period, a minimum of two weeks' notice is required. Notice can be provided by email, text or phone. If you have already paid for the month in advance, you may be eligible for a refund but this will be subject to an administrative fee.

Absences from Lessons

All absences will need to be entered into our Missed Lesson form at www.kinlearning.com/reschedule. Failure to complete this form will mean that your child's lesson will not be replaced, even if you have informed us of their absence through other channels.

Missed lessons must be paid for in full and Kin Learning do not bear any responsibility, financial or otherwise, for these lessons. Payment for missed lessons cannot be refunded, nor can payment be used as credit towards any other types of class, product or service.

As a gesture of goodwill, Kin Learning will make every effort to offer an alternative time slot to customers giving at least 7 days' notice of an absence; however, we cannot guarantee that any suitable time slots will be available. In the event that no suitable class can be offered, the cost of the missed lesson will be forfeited.

If there are no available spaces in other classes, or a customer declines to attend a replacement lesson, please note that Kin Learning are under no obligation to continue to offer alternatives.

Replacement lessons must be taken during the same half-term as the lesson missed. Due to the costs incurred in accommodating replacement lessons, you will only be offered one replacement lesson per child per term.



Missed Lessons Due to COVID

The 7 days' notice requirement will be waived for families that have to self-quarantine because of contact with the virus. In the event of absence, please complete the Missed Lesson form (before, during or after your quarantine period) at www.kinlearning.com/reschedule. Please also contact us separately to inform us that this absence is COVID-related.

If your child or a member of your family is suspected to have been in contact with the virus, please inform us immediately and begin the government-recommended 14 days in self-quarantine.

We will make all reasonable attempts to replace the lessons that your child(ren) has missed during the quarantine period. We will attempt to offer replacement lessons for up to 90 days after your original missed lesson(s). Replacement lessons will not be offered over the school holidays or during periods when our classes are otherwise closed.

Please note that your child's replacement class may be either online or in person, depending on availability.

Staff Absence Due to COVID

If your child's tutor is required to self-quarantine at any point, this tutor's lessons will immediately move online and classes will be held at the same day and time as your regular class. Payments will be non-refundable in this event.

Holiday Lessons

You will be contacted by email whenever holiday classes are available so that you can opt in to these sessions. All holiday classes are optional.

Payment for holiday classes will be processed through GoCardless. You will be informed of your holiday payment schedule in advance and will receive an email from GoCardless 24 hours before any payments are taken.