

Terms and conditions for Academic Enrichment Centre 11+ Mock Examinations

1. Definitions

Throughout this document, the term 'child' shall refer to the child who is registered / will be registered to take a Mock Examination at the Centre. The term 'Client', will hereon refer to the parent or guardian of said 'child'. The 'Centre' refers to Academic Enrichment Centre Ltd.

2. Parties involved

This agreement is between Academic Enrichment Centre Ltd., and the Client(s).

3. Emergency contact information

At Academic Enrichment Centre, we understand that safety is of the highest priority. The first thing required from all clients is that they provide thorough details of contact in instances of emergency, injury, and harm. Telephone number(s) must be provided for each child attending examinations, and it is the duty of the client to provide correct details. The number(s) provided must be able to contact the adult who is designated to pick up the child after the examination and thus must be kept up to date at all times, as per the duty of the client.

4. Charges for cancelling bookings

Mock examination bookings can be cancelled up to 14 days of the examination. Cancellation will incur a £20 cancellation fee. The rest of the balance will be refunded to the payment card used to book originally. If cancellations occur within 14 days of the examination, no refund will be provided.

5. Charges for amending a booking

- Mock examination bookings can be amended up to 7 days before the examination date, but are subject to availability: if no other slots are available, then only cancellation options will remain.
- Amending a booking date will incur a £10.00 amendment fee to move to another available slot.

6. Rules pertaining to a booking

- Bookings are made specifically for each individual child named. Names may be changed but will incur a £10 amendment fee.
- Selling or transferring a booking to another individual is strictly forbidden and can result in disqualification from all further examinations, mock or otherwise.
- Bookings may be created for students requiring extra time, however this will be subject to availability. There is no extra charge for students who have any learning disabilities or requirements for additional time.

7. Mock Examination papers

Academic Enrichment Centre's Mock Examination papers are copyright with entire copies not allowed to be taken home.

8. Remarking

Remarking a paper may be done within 3 days of results, as physical papers are destroyed after 3 days. Remarking will incur a fee of £15.00. This remarking fee shall be refunded if there is a change to awarded marks.

9. Health and safety

The client is responsible for ensuring that the child is familiar with the person who collects them after the examination.

- It is the responsibility of the client to let Academic Enrichment Centre know if the child suffers from any medical condition which could cause a problem during their time at the centre. Similarly, if any circumstances change that the centre should know about, the client is wholly responsible for informing the centre of said circumstances.
- If the child suffers from any allergies, Academic Enrichment Centre do not guarantee non-exposure of the substance which induces an allergic reaction in the child, to the child.

10. Restricted liability

- The Centre aims to ensure each examination occurs at the designated time and place. If circumstances beyond our control occur however, we have the right to cancel an examination. In instances of such cancellations, the booking may be moved to another available slot. If no other slots are available, a refund will be provided up to the amount paid by the client for the booking.
- We exclude liability for damages and any claims in law including negligence, tort, statute, contract or otherwise.