

## Payments

We accept debit card, credit card and childcare vouchers. Payments must be made in full, if you would like to split the payment then a direct debit will be set up before their first lesson. We prefer payments are made at the beginning of the month however, if a different day is more suitable then will do our best to accommodate this.

If paying via childcare vouchers, please inform us of the company you will be using and the date the payment will be made.

## Refunds

We will do our best to make sure you are happy with our service and so if you have any concerns or feedback then we want to hear from you. Please arrange a conversation with the manager in the first instance and we will do all we can to resolve the issue. If we are unable to resolve the issue then we will offer a refund for any lessons you've paid for and not attended.

Please note that refunds can take up to 5 working days to be processed.

## Missed Lessons

We understand that you can't always attend your scheduled lesson each week and we do require 24 hours' notice if your child cannot make their lesson. We will then do our best to find an alternative day and time for your child to attend a catch-up lesson.

Catch-up lessons must be used by the end of the current term and cannot be transferred.

## Online Lessons

If your child is booked in for an online lesson, you must give a minimum of 24 hours' notice to cancel. If you do not, then we reserve the right to charge for 50% of the lesson.

For online lessons, you will receive a short report each week giving you feedback on how your child has got on during their class. The manager will also give you a call every 4-6 weeks to catch-up on your child's progress.

## Progress Updates

At StudyBox we are committed to ensuring you feel supported that your child is receiving the best tuition.

We are always here to discuss your child's progress and give you feedback.

After the first lesson we will inform you of how your child got on and we will show you what we have set for homework. The following week we will check that you are happy with the homework we set. We can discuss how they got on and see if your child may need more/less homework.

Over the next few weeks, we will be available to give you feedback and answer any questions you may have.

Halfway through the term we will contact you to arrange an official parent report meeting. This will last around 15-20mins. We will show you your child's work and discuss their progress. It is also great, if you can bring in any reports from school to discuss too.

## COVID-19

if your child and household must self-isolate due to government guidance, we will mark lessons as absent. These lessons can be taken at a mutually convenient time during the subsequent 3 months.

If the government forces our business to close, we will save your lessons until we reopen. Unfortunately, we are unable to offer refunds, however once we reopen, these lessons can be taken at a mutually convenient time during the subsequent 3 months in the centre or online

## StudyBox Guarantee

At StudyBox we are committed to offering a 5 star service. We guarantee your child will have fun and engaging lessons. If you feel we have not met our vision, then please speak to the manager. We will go above and beyond to make sure your complaint is dealt with professionally and passionately.

Should you wish to speak to a different team member then please see the details below:

Shannon Beer – StudyBox Director –  
shannon@studybox.london - 07896 523727

Emily Day – StudyBox Operations Manager –  
emily@studybox.london