

## PAYMENTS

Payments must be made in full at the start of the term. Alternatively, if you would like to split the payment monthly, then a direct debit will be set up before the first lesson. We accept debit card, credit card and childcare vouchers. 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 pay in advance and inform us of the company you will be using and the date the payment will be made.

## REFUNDS

We do not provide refunds for missed or unused lessons. Lessons that have been paid for must be used before the end of each term.

If you are unhappy with any part of our service, please arrange a conversation with the manager 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 future lessons you've paid for. 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, however 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 or refunded.

## 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 term giving you feedback on how your child has got on during their classes. 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 want to ensure that your child is receiving the best tuition. We are always here to discuss your child's progress and give you feedback. After their first lesson we will discuss how they got on and what we have set for homework. The following week we will check that you are happy with the homework we set.

We are unable to give feedback after every lesson however, we will be available to give you feedback throughout the term 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 always helpful if you bring in their school report 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. Once we reopen, these lessons can be taken at a mutually convenient time during the subsequent 3 months either in the centre or online.

## STUDYBOX GUARANTEE

At StudyBox we are committed to offering a 5 star service. We guarantee that your child will have fun and engaging lessons. If you feel that we have not met our vision 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, please contact: Shannon Hill | StudyBox Director  
shannon@studybox.london | 07896 523727