



**ACADEMIC
SUCCESS**

ACADEMIC SUCCESS UK

Terms and Conditions

Academic Success UK · Applies to all programmes · Last updated 25 April 2026

About these terms

These Terms and Conditions apply to all programmes, classes, mock assessments, tuition, workshops, and holiday provision delivered by Academic Success UK. They form a contract between you (the parent or legal guardian booking on behalf of your child) and us.

By booking any programme, you confirm that you have read, understood, and agree to these terms.

1. Services provided

Academic Success UK provides specialist online and in-person educational programmes for children aged 3–11. Our programmes include:

- 4+ Diagnostic Assessments, Readiness Classes, and Mock Assessments
- 11+ Weekly Evening Workshops, Sunday Masterclasses, and Mock Exam Series
- Holiday intensives — Half-Term, Christmas, Easter, and Summer
- Summer Online courses for Year 4 and Year 5 (Foundations, Accelerator, Intensive, Mastery)
- Summer School at NLCS Edgware (in-person, Reception to Year 6)
- Limited one-to-one tuition where agreed in advance

All sessions are delivered by qualified, experienced teachers with relevant age-group and entrance exam expertise. Provision is group-based unless explicitly stated as one-to-one.

2. Nature of 4+ Mock Assessments and Readiness Classes

4+ Mock Assessments and Readiness Classes are designed to:

- Provide gentle, play-based exposure to assessment-style environments
- Support development of listening, communication, independence, and confidence
- Offer parents professional feedback and guidance

They are not formal assessments, do not replicate any specific school's process, and are not a guarantee of school admission.



Children develop at different rates. Our role is to support readiness, not to accelerate development beyond what is age-appropriate.

3. Suitability of programmes

Academic Success reserves the right to advise parents if we believe a particular programme, mock assessment, or class is not currently suitable for a child's developmental stage, emotional readiness, or learning needs.

In such cases we may recommend alternative guidance, a deferred place, or a different programme. Any recommendation is made in the child's best interest.

4. Enrolment and payment

- Full payment is required to secure a place.
- Payment is taken at the point of booking via our secure payment provider.
- Term-based classes (including 4+ Readiness and Weekly Workshops) are paid for in full per term, or on a Monthly Pass where one is offered.
- Holiday courses, summer programmes, and mock series are booked as fixed programmes with full payment up front.
- Individual sessions within a multi-session course are not refundable or transferable.
- Places are limited and confirmed only upon receipt of payment.
- Bundle discounts and early-bird pricing are calculated and applied automatically at checkout. Discounts cannot be combined with other offers unless explicitly stated.

5. Cancellations and refunds

5.1 Term classes, weekly workshops, and mock assessments

- Missed sessions are not refundable.
- Sessions cannot be transferred to other dates once booked.
- Where observation has taken place, written feedback will still be provided for mock assessments — even if the child was unable to complete the full mock.

5.2 Holiday and summer programmes



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This includes Half-Term, Christmas, Easter, Summer Online courses (Foundations, Accelerator, Intensive, Mastery), and Summer School at NLCS Edware:

- **More than 30 days before start:** refund minus a £25 administration fee per course.
- **14–30 days before start:** 50% refund at our discretion.
- **Less than 14 days before start:** no refund.

5.3 Cancellation by Academic Success

If we have to cancel a session for any reason within our control (for example, a teacher unable to attend with no replacement), you will be offered:

- A make-up session at a mutually convenient time, OR
- A pro-rata credit applied to a future booking, OR
- A pro-rata refund.

If we have to cancel due to circumstances beyond our control, see Section 14 (Force Majeure).

6. Arrival, collection and supervision (in-person sessions)

- Parents or authorised guardians must drop off and collect children promptly at the start and end of each session.
- Academic Success is responsible for children only during the published session times.
- Children must be toilet-independent for 4+ provision unless agreed in writing in advance.
- Parents must disclose any medical conditions, allergies, SEND requirements, or behavioural considerations at the time of booking.
- In the event of a missed pickup, we will follow our late-collection procedure: contacting the registered parent contact, and where unreachable, the emergency contact provided. Repeated late collection may result in a late-collection fee.

6A. Online sessions

Online sessions — including Summer Online courses, Sunday Masterclasses, and Weekly Evening Workshops where delivered remotely — are delivered via Zoom or another secure video platform.

Parent responsibilities

- A stable internet connection and a suitable device must be provided for the child.
- Academic Success is not responsible for technical issues on the participant's side.



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- Children should join sessions on time and from a quiet, suitable learning environment.
- Cameras should remain on where possible — this supports engagement and safeguarding (we cannot teach effectively, or protect a child appropriately, when we cannot see them).
- A responsible adult must be present in the home during online sessions.
- Parents must use the child's first name as the display name in Zoom (not a generic family device name).

Missed online sessions

- Missed sessions are not refundable or transferable.
- Recordings may be provided at our discretion to families who missed a session through unavoidable circumstances, but are not guaranteed.

Recording, screenshots and sharing

- Sessions may be recorded by Academic Success for safeguarding, teacher development, or to support pupils who missed a session. Where a session is recorded, parents are notified at booking.
- Parents and children must NOT record, screenshot, or share any part of an online session — including photos of the screen taken on a separate device. This is for the protection of every child in the session.
- Breach of this clause may result in withdrawal from the programme without refund.

7. Behaviour expectations

Children are expected to behave respectfully toward teachers and peers, both online and in person.

Academic Success reserves the right to withdraw a child whose behaviour disrupts the group, breaches the dignity of others, or compromises safety. In such cases no refund will be issued.

Where the cause of disruption is unfamiliar to us — for example, an undeclared SEND or wellbeing issue — we will work with parents to agree a way forward before any final decision.

8. Safeguarding and privacy

- All Academic Success staff hold enhanced DBS checks and follow our Safeguarding & Duty of Care policy.
- Personal data is handled in line with our Privacy Policy.



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- Online sessions are conducted with safeguarding protocols including waiting-room admission, parental presence in the home, and cameras-on policy.
- Sessions may not be recorded by parents, children, or any other party without our explicit written permission.
- Our Designated Safeguarding Lead is Reena Damani, contactable at reena@academicsuccess.uk.

9. Feedback and observations

Written feedback provided after mock assessments, courses, and sessions reflects professional observation. It is intended as guidance for parents. It is not a formal report, diagnosis, or recommendation to a school. We do not provide reports for use in school applications, special educational needs assessments, or third-party purposes.

10. Intellectual property

All materials, activities, worksheets, assessment formats, lesson content, recorded sessions, and resources remain the intellectual property of Academic Success UK.

They may not be copied, recorded, distributed, shared, or used to deliver services to other children outside of our programmes. This includes — but is not limited to — sharing materials with other tutors, posting them online, or reproducing them in any form.

11. Media and testimonials

Photographs, videos, and anonymised testimonials may be used for promotional purposes (website, social media, marketing emails, brochures) only with explicit consent from the parent or guardian, given in writing at the time of booking or separately.

- No full names or identifying details will be used.
- Children will be identified only by first name and initial of surname (e.g. "Sara M., Year 5").
- You may opt out at any time. Where photographs or testimonials have already been published, we will remove them as soon as reasonably practicable upon request.

12. Limitation of liability



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Academic Success UK is not liable for indirect or consequential loss arising from your use of our services.

We do not guarantee any specific exam outcome, school offer, or academic result. Entrance exam outcomes are determined by many factors, most of which lie outside our control.

Nothing in these terms excludes or limits our liability where it would be unlawful to do so under English law.

13. Photography during sessions

- During in-person sessions, no photographs or videos are taken of children by Academic Success staff except where they are required for an opted-in promotional purpose (Section 11).
- Staff do not use mobile phones during sessions except in emergencies.
- Parents are not permitted to photograph or video children during sessions, including their own children, in order to protect the privacy of other children present.

14. Force majeure

We are not liable for failure to deliver services due to events beyond our reasonable control, including but not limited to: severe weather, public health emergencies, government restrictions, acts of war or terrorism, or significant disruption to digital infrastructure.

In such cases, where reasonably possible, we will move sessions online, reschedule, or offer credit toward future programmes.

15. Amendments

We may update these Terms and Conditions from time to time. The latest version will always appear on our website at academicsuccess.uk/terms-and-conditions/. Material changes will be communicated to active families directly. Continued use of our programmes following an update constitutes acceptance of the revised terms.

16. Governing law

These Terms and Conditions are governed by the laws of England and Wales. Any dispute will be subject to the exclusive jurisdiction of the courts of England and Wales.



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17. Contact

For questions about these terms, please contact:

- **Reena Damani** — Founder
- Academic Success UK
- Email: reena@academicsuccess.uk
- Phone: 07352 452 249

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