

## Refund, Cancellation & Rescheduling Policy

Last updated: 21-08-2025 • <https://exceltutors.org.uk>

### Excel Tutors — Refund, Cancellation & Rescheduling Policy

**Last updated: 2025-08-21**

**Website: <https://exceltutors.org.uk>**

**Contact: [info@exceltutors.org.uk](mailto:info@exceltutors.org.uk) | 0207 0011 411 or 07758 271568**

1. Scope: This policy applies to bookings made directly with Excel Tutors, including (where offered) exam-entry facilitation with awarding organisations, tuition sessions, mock exams and administrative services.

#### 2. Principles

2.1 All applicable deadlines and any temporary variations to this policy will be published on our website.

2.2 Refunds are processed back to the original payment method where possible.

2.3 Reasonable ID/evidence may be requested to verify eligibility for a refund, withdrawal or reschedule.

2.4 Nothing in this policy affects your statutory rights.

#### 3. GCSE, IGCSE & A-Level Exam Entries (before/after first deadline)

3.1 Refund before the first deadline: Refunds are available before the first deadline, subject to an administrative deduction **per paper** in the subject (e.g., a three-paper subject incurs three admin fees). Admin fee: **£30 per paper**.  
— Example: GCSE Mathematics (three papers) → £90 admin total; the remainder is refunded.

3.2 If you withdraw your request and Excel Tutors has **not** submitted the entry (i.e., we are not the entry board), an admin fee of **£20 per subject** applies.

3.3 No refunds after the first deadline: Once the first deadline has passed, **no refunds** are available under any circumstances.

#### 4. ACCA, AAT & Functional Skills Exam Bookings

4.1 Before booking confirmation is issued: You may cancel and receive your fee back **less a £30 administrative fee**.

4.2 After booking confirmation is issued: **No refunds** are available once confirmation has been sent.

#### 5. Rescheduling & Deferrals

5.1 Rescheduling fee: **£30** per request for **AAT, ACCA and Functional Skills**, subject to awarding-body rules and availability.

5.2 ACCA rescheduling: Candidates may reschedule **only once**.

5.3 GCSE/IGCSE/A-level deferrals: You may request to defer to the next series **before the first deadline**. Additional board fees may apply.

5.4 Mock exams (UCAS and others): Reschedule £20 per paper; withdrawal £20 per paper.

## **6. Other Charges:**

6.1 Individual administrative task (e.g., sending an official email to a university or to another centre): £30 per task.

6.2 Official letter issuance on letterhead: **£50 per letter**.

6.3 Sending mock exam grades on letterhead by email to schools or universities: **£30 per email**.

6.4 Special consideration applications (any board): **£100 per application (decision is by the awarding body)**.

7. Processing Times: Approved refunds are typically processed by us within **10 working days** from approval; your bank/card provider may add their own processing time.

8. How to Request: Email **info@exceltutors.org.uk** with your full name, booking reference, and the request (refund, reschedule, or withdrawal). We may request supporting documentation.

9. Updates: We may update this policy from time to time. The version and “Last updated” appear at the top.

## **Contact**

Excel Tutors

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