

Excel Tutors

Terms & Conditions

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

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

Contact: info@exceltutors.org.uk | 0207 0011 411 or 07758 271568

1. About these Terms: By booking with Excel Tutors, you agree to these Terms. Please read them before placing an order. We may update these Terms by posting a new version on our website.

2. Registration & Payment:

2.1 Full payment is due by the stated due date for your booking to be processed and confirmed. If the first deadline has passed, late fees may apply in addition to the original cost.

2.2 Payments can be made via the methods stated on our website. Bank/transfer charges are your responsibility.

2.3 No booking is confirmed until payment has been received and we issue a confirmation.

3. Option Codes (Exams): It is your responsibility to provide correct option codes and tiers (Higher/Foundation where applicable). While we will assist where possible, we cannot accept liability for errors in codes provided by you.

4. Deadlines (Exams): Submit entries prior to the first deadline so that statements of entry can be issued on time. Submissions after the deadline may still be processed with additional late fees and minor delays.

5. Statement of Entry (Exams): We will issue a personalised statement of entry once your registration has been processed. You must check it carefully and notify us of any errors within two working days. Changes after this period may not be possible or may incur additional fees.

6. Cancellations, Refunds & Rescheduling: Please see our Refund, Cancellation & Rescheduling Policy, which forms part of these Terms.

7. Access Arrangements & Special Consideration: We can support applications for access arrangements or special consideration, subject to awarding-body rules and appropriate evidence. Additional fees may apply and decisions rest with the awarding body.

8. Behaviour & Academic Integrity: You must comply with our centre rules and any awarding-body regulations. Disruptive behaviour, malpractice or dishonesty may result in removal from premises or cancellation without refund.

9. Your Responsibilities: Provide accurate information, attend on time, keep contact details up to date, and ensure any required ID or evidence is supplied promptly. For learners under 18, a parent/guardian must agree to these Terms.

10. Our Responsibilities: We will provide services with reasonable skill and care. We are not liable for matters outside our control (e.g., transport strikes, building closures, awarding-body decisions).

11. Limitation of Liability: Nothing limits liability for death/personal injury due to negligence, fraud, or any liability that cannot be limited by law. Otherwise, our aggregate liability to you for paid services in the prior 12 months will not exceed the total fees you paid for those services.

12. Privacy: We process personal data in accordance with our Privacy Policy.

13. Complaints: Please email info@exceltutors.org.uk. We aim to resolve issues quickly and fairly. For exam-related concerns, you may also contact the relevant awarding body.

14. Governing Law: These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

Contact

Excel Tutors

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