



Cancellation and Refund Policy

ELITE TUITION CENTRE LIMITED

Effective from 17 September 2026

Company number	13550993
Registered office	2 Cannon Hill Road, Birmingham, England, B12 9NN
Website	https://elitetuitioncentre.org.uk/
Email	info@elitetuitioncentre.org.uk
Telephone	0121 769 3292

Purpose of this policy. This policy explains when tuition may be cancelled or rearranged, when credits or refunds may be available and how statutory cancellation rights apply.

Please read this policy with the Tuition Terms and Conditions

1 Scope and status of this policy

This policy applies to tuition and related educational services provided by Elite Tuition Centre Limited in Birmingham and online within the United Kingdom. It applies to the contracting parent, guardian or adult student.

It should be read with our Tuition Terms and Conditions, Website Terms and Conditions and any booking-specific information supplied before payment. If booking-specific terms apply to a holiday club or separate course, those terms will be confirmed before booking.

Nothing in this policy removes or restricts a consumer right or remedy that cannot lawfully be excluded.

2 Monthly advance fees

Regular tuition fees are charged monthly and payable in advance by the stated due date. Payment reserves the student's place and covers the scheduled tuition in the relevant paid period, subject to the published timetable and this policy.

If a parent or adult student decides to end tuition after a paid monthly period has begun, the student may continue attending the remaining scheduled lessons in that period. No refund is due merely because the student chooses to stop attending or no longer wishes to use the reserved place.

There is no minimum enrolment period and no contractual notice period for ending tuition. Ending tuition does not cancel fees already due or affect a refund or remedy required by law.

3 Statutory cooling off period

Where a consumer enters into a tuition contract online, by telephone or away from our business premises, they will normally have a legal right to cancel during the 14 days beginning on the day after the contract is made, unless an exception applies.

The consumer does not need to give a reason. To cancel, they must send a clear statement to Elite Tuition Centre before the cancellation period expires. The model cancellation form at the end of this policy may be used, but it is not compulsory.

If legally required cancellation information is not supplied, the statutory cancellation period may be extended in accordance with applicable law.

4 Starting tuition during the cooling off period

If the customer wants tuition to begin within the 14-day cooling-off period, we may ask for an express request that the service starts early.

If the customer then exercises the cancellation right before the period ends, we may deduct or charge a proportionate amount for tuition already supplied, based on the agreed total price and the service performed up to cancellation.

Where a service is fully performed during the cancellation period after the customer has expressly requested early performance and acknowledged that the right to cancel will be lost on full performance, the cancellation right for that completed service may end.

These provisions do not affect remedies where tuition has not been supplied with reasonable care and skill or as agreed.

5 Group tuition cancellations and absences

Group lessons follow a fixed timetable and proceed for the group even if an individual student is absent. An individual group lesson cannot be rearranged around one student's availability.

No refund, replacement lesson or credit is due merely because a student misses, arrives late for or chooses not to attend a group lesson. The parent or student may speak to the tutor about reasonable ways to address missed learning, but this does not create a right to private tuition or a recorded lesson.

A late arrival does not extend the finishing time. The lesson ends at the scheduled time.

6 One to one tuition changes

A parent or adult student may request to cancel or reschedule a one-to-one lesson by giving at least 24 hours' notice before its scheduled start time.

Where sufficient notice is given, we will use reasonable efforts to arrange one alternative lesson, subject to tutor and timetable availability. Any agreed replacement lesson or credit must be used within 30 days of the original lesson date.

If less than 24 hours' notice is given, the lesson will normally be treated as used because the tutor's time was reserved. No refund, replacement lesson or credit is guaranteed. We may make a discretionary exception in genuinely exceptional circumstances, but one exception does not create an entitlement to another.

A new lesson time is confirmed only when Elite Tuition Centre agrees it with the parent or adult student.

7 Lesson credits

A credit exists only when Elite Tuition Centre confirms it in writing. Unless a different period is confirmed or required by law, the credit expires 30 days after the original lesson date.

Credits are subject to tutor and timetable availability. They are personal to the enrolled student, cannot be transferred to another person and cannot be exchanged for cash.

An expired credit will not be reinstated unless Elite Tuition Centre agrees an exception in writing or the law requires another outcome.

8 Cancellation by Elite Tuition Centre or the tutor

If Elite Tuition Centre or the tutor cancels a scheduled lesson, we will first arrange a replacement lesson on an alternative day mutually agreed with the parent and student.

If, after reasonable efforts, we cannot provide a suitable replacement within a reasonable period, we will offer an appropriate credit or refund for the lesson we cancelled.

No refund is due where the lesson proceeds with a suitable replacement tutor or through an alternative delivery method agreed with the customer.

We may need to cancel or rearrange at short notice because of illness, emergency, unsafe conditions, technology failure, safeguarding concerns or another event outside reasonable control. We will communicate as soon as reasonably possible and apply the replacement, credit or refund arrangements above.

9 Technology and online lessons

For online tuition, the student must have a suitable device, internet connection and access to the agreed platform. If a student cannot join because of their own device, connection, login or environment, the lesson will normally be treated as attended or missed under the usual group or one-to-one rules.

If a material technology failure within our control prevents the lesson from being delivered, we will attempt to restore the lesson or arrange a replacement. If a suitable replacement cannot reasonably be provided, an appropriate credit or refund will be offered.

Short interruptions that do not materially reduce the lesson will not normally result in a refund, but we will act reasonably in the circumstances.

10 School holidays bank holidays and holiday clubs

Regular tuition closes during school holidays and bank holidays in accordance with the published calendar or timetable. Monthly fees are set by reference to the tuition arrangement and published schedule; a separate refund is not due for an advertised scheduled closure unless we expressly state otherwise.

Holiday clubs and holiday tuition are separate, additional-fee services. Their cancellation and refund terms will be given before booking and may differ from regular monthly tuition.

11 When a statutory remedy may apply

Consumers may have legal remedies if a service is not provided with reasonable care and skill, does not match information that formed part of the contract, or is not performed within an agreed or reasonable time.

Depending on the circumstances and applicable law, a remedy may include repeat performance or an appropriate price reduction. We will assess the circumstances fairly and will not rely on this policy to remove a statutory right.

Dissatisfaction with an examination grade, school decision or rate of academic progress does not by itself establish that the tuition service was defective. Outcomes depend on attendance, participation, prior attainment, independent study and factors outside our control.

12 Refund method and timing

A refund approved under this policy will normally be made to the original payment method. We may request information reasonably needed to identify the payment and prevent fraud.

Where a consumer validly exercises a statutory cancellation right, any refund due will be made without undue delay and within the period required by law, normally within 14 days after we are informed of the cancellation. A lawful proportionate charge may be deducted for services supplied at the consumer's express request during the cancellation period.

For other approved refunds, we will process payment without undue delay. The time taken to appear in the payer's account may depend on Stripe, the card issuer or the relevant bank.

We do not refund to a different person or payment method unless reasonably necessary and lawful.

13 How to cancel or request a refund

A cancellation, rescheduling request or refund request should be sent as soon as possible using the contact details below. The customer should provide the student's name, payer's name, service or lesson, relevant date, reason for the request where applicable and payment reference if available.

A request is received when it reaches our email address or registered office. Telephone or WhatsApp may be used for urgent notification, but we may ask for written confirmation so that there is a clear record.

We will review the request against this policy, the Tuition Terms and Conditions, booking information and applicable consumer law. We may ask for reasonable supporting information where it is relevant, but will not impose an unnecessary barrier to a statutory cancellation.

14 Disputes and complaints

If a customer disagrees with a cancellation, credit or refund decision, they should explain the concern to info@elitetuitioncentre.org.uk. We will review it under our Complaints Policy.

Customers should contact us before initiating a payment dispute or chargeback so that we have a reasonable opportunity to investigate. This does not remove any right to contact a bank, card provider, Citizens Advice, Trading Standards or a court.

Consumer-rights guidance and contact details for independent advice are available through GOV.UK.

15 Changes to this policy

We may update this policy where our services, processes or legal obligations change. The latest version will be published with its effective date.

A change will not retrospectively remove a right that had already arisen. We will provide reasonable notice where a material change affects an existing customer.

16 Contact details

Elite Tuition Centre Limited, 2 Cannon Hill Road, Birmingham, England, B12 9NN. Email: info@elitetuitioncentre.org.uk. Telephone: 0121 769 3292. Website: <https://elitetuitioncentre.org.uk/>.

Cancellation and refund summary

This summary is for convenience. The complete policy above applies and takes priority where more detail is needed.

Situation	Outcome
End monthly tuition	No notice period. The current paid month continues; voluntarily unused lessons are not refunded.
Distance contract	Normally a 14-day statutory cancellation period, subject to legal exceptions and charges for requested early performance.
Group absence	No individual rescheduling, refund or credit.
One-to-one change	At least 24 hours' notice; one alternative is subject to availability.
Less than 24 hours	Normally treated as a used lesson; no refund or credit guaranteed.
Credit validity	30 days from the original lesson date unless otherwise confirmed or legally required.
Centre cancellation	Replacement lesson first; appropriate credit or refund if replacement is not reasonably possible.
Student technology issue	Normally treated under the usual missed-lesson rules.
Centre technology issue	Replacement, or appropriate credit or refund if materially undelivered.
Scheduled closures	No separate refund for published school-holiday or bank-holiday closures.

Model cancellation form

Complete and return this form only if you wish to cancel a qualifying distance or off-premises contract. You may instead send any other clear statement of cancellation.

To	Elite Tuition Centre Limited 2 Cannon Hill Road Birmingham, England, B12 9NN Email: info@elitetuitioncentre.org.uk
Cancellation statement	I/We give notice that I/we cancel my/our contract for the following service:
Service	
Contract date	
Student name	
Name of consumer(s)	
Address of consumer(s)	
Email or telephone	
Signature	Required only if this form is sent on paper
Date	

Sending the form. Email it to info@elitetuitioncentre.org.uk or post it to the registered office above. Keep a copy and evidence of sending.