



# Refunds, Rescheduling and Cancellation Policy

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## Refunds, Cancellations and Rescheduling Policy

This Refunds, Cancellations and Rescheduling Policy explains how Decimal Education deals with cancellations, rearrangements, refunds, store credit and non-attendance across its services and digital products.

This policy should be read alongside the Decimal Education Terms and Conditions, Digital Products and Licensing Terms, and any other relevant policy or service-specific terms.

### 1. General approach

Decimal Education keeps cancellations, rescheduling and refunds as clear and practical as possible.

All paid services must be paid for in advance. A booking is not secured until payment has been received or otherwise confirmed by Decimal Education.

If payment is not received by the required deadline, the booking may not go ahead and the slot may be released.

Where Decimal Education chooses to offer a refund, store credit or an alternative arrangement, this will be handled reasonably and in line with this policy.

Nothing in this policy removes any rights a customer may have under consumer law.

### 2. 1 to 1 tuition, parent calls and teacher CPD calls

This section applies to:

- 1 to 1 tuition
- parent guidance calls
- teacher CPD calls
- similar one-to-one booked sessions unless a different written agreement applies

If the customer gives more than 48 hours' notice:

- the session can be rescheduled without penalty, subject to availability

If the customer gives between 24 and 48 hours' notice:

- 50% of the session fee remains payable

If the customer gives less than 24 hours' notice:

- 100% of the session fee remains payable

If the customer does not attend or is unavailable:

- Decimal Education may treat the session as missed
- the session will still end at the original finish time
- no extra time will be added later unless Decimal Education agrees otherwise

If the attendee has not joined within 10 minutes of the start time:

- Decimal Education may send a message to the attendee
- where relevant, Decimal Education may also contact the parent, guardian or school contact within 10 minutes

### 3. Homework Club one-off bookings

If Homework Club is booked and paid for as a one-off session, the same cancellation rules apply as for 1 to 1 tuition, parent calls and teacher CPD calls:

- more than 48 hours' notice: reschedule without penalty, subject to availability
- 24 to 48 hours' notice: 50% payable
- less than 24 hours' notice: 100% payable

If a student misses a one-off Homework Club session, the session is treated as missed unless Decimal Education decides otherwise.

Because Homework Club is a flexible group support option, Decimal Education does not routinely send non-attendance messages unless a specific arrangement has been agreed in advance.

### 4. Homework Club monthly access

Homework Club can also be purchased as a monthly option.

Where the monthly option is chosen:

- payment covers access for the relevant paid month
- the monthly fee is payable even if a student does not attend every available session
- missed sessions are normally lost and do not create a right to a refund, replacement or carry-over
- if the customer wishes to stop monthly access, they remain covered only until the end of the paid month

If Decimal Education cancels a Homework Club session during a monthly access period:

- Decimal Education will first try to offer an alternative Homework Club session

- if that is not practical, Decimal Education may offer either:
  - a pro-rata refund for the missed session, or
  - store credit for digital resources

#### 5. Revision courses and intensives

Revision courses and intensives are planned services that require advance preparation and scheduling.

For revision courses and intensives:

- the full balance is payable within 7 days of booking, unless Decimal Education agrees otherwise
- once booked, no refund is normally available
- where appropriate, Decimal Education may offer digital resources or store credit instead of a refund, at Decimal Education's discretion

If Decimal Education cancels a revision course or intensive and cannot reasonably rearrange it:

- a refund or suitable alternative will be offered

#### 6. School, department and CPD bookings

This section applies to:

- school bookings
- department bookings
- CPD bookings
- related institutional or bespoke support

Payment is due within 14 days, unless a different written arrangement has been agreed.

If a school, department or organisation cancels more than 14 days before delivery:

- a refund may be given, or
- if payment has not yet been made, Decimal Education may simply treat the booking as cancelled with no payment due

If a school, department or organisation cancels within 14 days of delivery:

- no refund is normally available
- Decimal Education may instead offer store credit or digital resources, at Decimal Education's discretion

If the scope of the work changes after booking:

- changes must be agreed in writing
- Decimal Education may revise the fee
- extra work may incur additional charges

#### 7. Decimal Education cancellations

If Decimal Education has to cancel a session, booking or service:

- Decimal Education will try to provide as much notice as reasonably possible
- Decimal Education will try to rearrange the booking where practical
- if the cancelled service cannot reasonably be rearranged, Decimal Education will offer either:
  - a full refund for the affected session or service, or
  - store credit, where preferred and appropriate

If Decimal Education is late to a session:

- the session will still end at the original finish time unless Decimal Education agrees otherwise
- Decimal Education will offer either a refund for the missed time or store credit, depending on what is preferred

#### 8. Digital products and downloads

Digital products are delivered after payment has been confirmed.

Because digital products are supplied electronically and may be delivered quickly after purchase, Decimal Education does not normally offer refunds once delivery has started, unless required by law or unless Decimal Education decides otherwise. Under UK distance selling rules, digital downloads can lose the normal cancellation right once download or delivery begins if the customer has agreed to immediate delivery and acknowledged the effect on cancellation rights. Statutory rights still remain if the digital content is faulty, not as described, or otherwise falls below legal requirements.

Digital products are sold subject to the Digital Products and Licensing Terms.

#### 9. Mistaken purchases and duplicate purchases

If a customer believes they have made a mistaken purchase or duplicate purchase, they should contact:

[support@decimaleducation.co.uk](mailto:support@decimaleducation.co.uk)

Decimal Education will review the situation reasonably.

The starting position is:

- no refund
- but Decimal Education may, at its discretion, offer store credit instead

Store credit is not guaranteed and will be considered case by case.

#### 10. Store credit

Where Decimal Education offers store credit:

- it is offered at Decimal Education's discretion unless otherwise stated
- it is valid for 30 days from the date it is issued
- it can only be used on digital resources
- it cannot normally be exchanged for cash
- it cannot normally be transferred to another person

#### 11. Complaints or disputes about refunds or cancellations

Any complaint or dispute about cancellations, refunds, store credit or rescheduling should be sent to:

support@decimaleducation.co.uk

Decimal Education will aim to:

- acknowledge complaints within 48 hours
- respond within 7 days
- deal with issues fairly and reasonably

#### 12. Consumer rights

This policy is intended to explain Decimal Education's usual approach to cancellations, refunds and rescheduling.

It does not remove or restrict any rights a customer may have under applicable consumer law, including rights relating to faulty or misdescribed goods, digital content or services.

#### 13. Contact

For questions about this policy, please contact:

support@decimaleducation.co.uk