



Terms and Conditions

1. Introduction

Welcome to **Al-Niyyah**. By accessing or using our services, you agree to be bound by these Terms and Conditions. Please read them carefully before making any bookings or payments.

2. Services

Al-Niyyah provides tutoring, ESOL, and childminding services designed to support learners and families in achieving their goals. All services are delivered by qualified professionals in a safe and inclusive environment.

3. Bookings and Payments

- All sessions or childcare places must be booked in advance.
- Payment is required **in full and prior to the start of the service**.
- Accepted payment methods include bank transfer, childcare vouchers, and other approved options as stated on our website.
- **No refunds** will be issued once a payment has been made. This includes cancellations, missed sessions, or changes to personal circumstances.
- If a session is cancelled by Al-Niyyah (for example, due to unforeseen circumstances), an alternative date or service credit will be offered.

4. Attendance and Punctuality

Clients and students are expected to arrive on time for scheduled sessions. Missed or late sessions cannot be rescheduled or refunded unless otherwise agreed in advance.

5. Conduct and Behaviour

We maintain a respectful, inclusive, and supportive environment. Any behaviour deemed inappropriate, unsafe, or disruptive may result in termination of services without refund.

6. Health and Safety (Childminding Services)

Parents/guardians must provide accurate medical and emergency information about their child. Al-Niyyah follows all relevant safeguarding and first aid procedures to ensure children's safety at all times.

7. Confidentiality and Privacy

All personal information collected is treated confidentially and in accordance with UK Data Protection laws. We do not share client or student details with third parties without consent.

8. Changes to Terms

Al-Niyyah reserves the right to amend these Terms and Conditions at any time. Updated versions will be published on our website, and continued use of our services will signify acceptance of the revised terms.

9. Contact Information

For any queries regarding these Terms and Conditions, please contact us at:

Email: info@al-niyyah.co.uk