



ROUTE
EDUCATION

ROUTE EDUCATION LTD

Terms & Conditions

Effective from: September 2025

These terms govern the commissioning and delivery of services provided by Route Education Ltd. By commissioning or purchasing our services, you agree to the following terms.

1. Overview of Services

Route Education provides specialist English and literacy support to:

- Schools and Multi-Academy Trusts
- Local Authorities and Alternative Provision settings
- Parents and carers (where private provision is offered)

Our services include:

- Live online GCSE English intervention programmes
- Word Roots® literacy pilot and implementation support
- English and literacy consultancy and school improvement work
- Occasional in-person teaching or intensive programmes where agreed

All provision is delivered through a structured, group-based model unless otherwise specified in writing.

2. Commissioning and Payment

Schools, MATs, Local Authorities and APs

Invoices are issued following agreement of scope and schedule.

Payment is due within 14 days of invoice unless otherwise agreed in writing.

For longer programmes, staged invoicing may be used.

Parents and Private Clients

Where private tuition is offered:

Payment must be made in advance of the first session in a block.

Route Education reserves the right to suspend delivery where payment has not been received.

3. Cancellation, Absence and Rescheduling

Route Education operates a cohort-based group model.

For this reason:

- All scheduled sessions are chargeable once confirmed.
- Individual absence does not reduce the cost of provision.
- No refunds are issued for missed sessions.

Schools and Organisations

Two weeks' written notice is required to cancel or reschedule booked provision.

Route Education Cancellations

If Route Education must cancel a session due to illness or exceptional circumstances, we will offer:

- A rescheduled session, or
- A credit/refund where rescheduling is not possible.

4. Programme Scheduling

Unless otherwise agreed:

- Standard sessions are 60 minutes in duration.
- Delivery schedules are confirmed in writing prior to programme start.
- Sessions do not run on UK bank holidays unless agreed in advance.
- Holiday delivery may be arranged as part of intensive programmes.

5. Safeguarding Responsibilities

All Route Education facilitators:

- Hold enhanced DBS clearance
- Receive safeguarding training
- Follow Route Education safeguarding procedures

School-Based Delivery

Where provision is commissioned by a school or trust:

- The commissioning organisation retains day-to-day safeguarding responsibility.
- Route Education follows the host organisation's safeguarding procedures.
- Any concerns are reported to both DSLs.

Online Sessions

Schools or parents must ensure learners access sessions from an appropriate environment and follow expected behaviour standards.

6. Behaviour and Participation

Route Education is committed to a respectful and focused learning environment.

Participants must:

- Engage respectfully with facilitators and peers
- Follow behaviour expectations set by their school or parent
- Use appropriate language and conduct in sessions

Serious or repeated disruption may result in removal from the programme.

No refund will be issued where removal is due to behaviour.

7. Consultancy Services

Consultancy is commissioned through a written agreement that defines:

- Scope of work
- Deliverables
- Timelines
- Payment schedule

Consultancy fees are non-refundable once work has commenced.

8. Word Roots® Pilot and Implementation

Word Roots® may be commissioned as:

- A pilot programme
- Implementation support or coaching
- Training or professional development

Specific deliverables and timelines are agreed in writing.

9. Group Delivery Model

Most Route Education provision is delivered in small groups.

Typical group size: 8–15 learners.

Group sessions:

- Are priced per cohort or per learner (as agreed)
- Are non-refundable once confirmed
- Are not reduced due to individual absence

10. Deposits and Retainers

Where a deposit is requested:

- The deposit secures delivery time and staffing
- Deposits are non-refundable and non-transferable

11. Outcomes and Expectations

Route Education provides evidence-informed, high-quality provision.

However, we cannot guarantee:

- Specific exam grades
- Measurable attainment outcomes
- Qualification results

Educational outcomes depend on attendance, engagement and wider factors beyond our control.

12. Right to Refuse or Withdraw Service

Route Education reserves the right to refuse or withdraw provision where:

- Terms are not honoured
- Behaviour compromises delivery
- Provision is deemed inappropriate or unsafe

13. Company Structure

Route Education Ltd is a limited company.

Facilitators are employed or contracted and operate under:

- Central quality assurance
- Safeguarding oversight
- Standardised programme design and resources

14. Notice Period

A minimum of two weeks' written notice is required to cancel a programme.

For long-term or annual bookings, specific termination terms will be agreed in writing.

15. Contact

For queries relating to these terms:

info@routeeducation.co.uk