

Route Education – Terms & Conditions

Effective from: 1st June 2025

These terms and conditions govern the delivery of educational provision by Route Education Ltd. By commissioning or purchasing any of our services, you agree to the following terms:

1. Payment

All sessions must be paid for in advance.

- Schools, MATs, LAs and APs: Payment is due within 14 days of invoice unless otherwise agreed.
- Parents/private clients: Payment must be made at least 24 hours before the first scheduled session of the block.

Failure to pay by the deadline may result in sessions being withheld. Flexible payment plans may be arranged at the discretion of Route Education Ltd.

2. Cancellations, Absence & Sickness

Route Education operates a group-based model. Therefore:

- All scheduled group sessions are chargeable, regardless of individual attendance.
- No refunds or session credits will be issued for missed sessions unless agreed in advance and in writing.

Planned absences must be notified at least two weeks in advance.

In the event of sickness, at least 24 hours' notice is required. Where possible, we may offer a "roll-over" or alternative session in exceptional circumstances.

If Route Education cancels a session, a full refund or reschedule will be offered.

If a student fails to attend without notice, the tutor will remain in the session for 10 minutes. After 20 minutes of no contact, the session will be closed and charged as attended.

3. Session Timings and Schedule

All Route Education sessions are 60 minutes in duration, unless previously arranged. Session schedules are shared on invoices and confirmed via email.

We do not deliver sessions on UK bank holidays or published school holidays unless specifically arranged (e.g. Boot Camps or holiday catch-up blocks).

4. DBS and Safeguarding

All Route Education facilitators are:

- Fully DBS-checked
- Trained in safeguarding protocols
- Familiar with our internal safeguarding and reporting procedures

Parents/carers of private students are encouraged to ensure a responsible adult is present in the home during online sessions.

Schools and APs must ensure safeguarding supervision where students access sessions on-site.

5. Behaviour & Conduct

Route Education upholds a positive and respectful learning environment.

Misbehaviour — including inappropriate language, discrimination, or disruption in group settings — will not be tolerated.

Any serious behavioural incident may result in removal from the programme. No refund will be offered in cases of exclusion due to behaviour.

All participants are expected to follow our Learner Code of Conduct, shared upon registration.

6. Right to Refuse Service

Route Education reserves the right to refuse tuition to any individual or organisation where we feel the provision is not appropriate or where terms have not been honoured.

7. Outcomes & Guarantees

While our provision is high-impact and evidence-informed, we do not guarantee specific academic outcomes, grades, or qualifications.

8. Notice Period

A minimum of 2 weeks' written notice is required to cancel a programme, whether commissioned by a school or booked by a parent.

For annual bookings, early termination terms will be agreed on a case-by-case basis.

9. Structure of Provision

Route Education Ltd operates as a limited company. All tutors and facilitators are either directly employed or contracted on a freelance basis under strict quality control and safeguarding oversight.

All sessions are designed, resourced, and quality-assured centrally by Route Education.

Group tuition is delivered to cohorts of between 8 and 15 learners unless otherwise agreed.

10. Literacy Quest, Boot Camps, and Consultancy

- Literacy Quest is a short-term, in-person intervention programme delivered on-site or in nature-based settings. All safeguarding protocols apply, and all facilitators are DBS-checked. Route Education provides a session leader and assistant as standard.
- Boot Camps are high-intensity English revision sessions, typically delivered during holidays or in the run-up to exams. Due to their short-term nature, all bookings are final and non-refundable. Minimum group sizes apply.
- Consultancy services are bespoke and agreed on a case-by-case basis. Terms, deliverables, and payment schedules are defined in writing and confirmed by contract.

11. Group Tuition Policy

All sessions delivered in group formats are priced per learner and are non-refundable once a booking is confirmed.

Group sizes typically range from 8–15 learners and are fixed per cohort. Individual absence does not reduce the cost of provision.

12. Deposits and Retainers

If a deposit is requested to secure a place or provision block, it will be clearly stated on the invoice.

Deposits are non-refundable and non-transferable, acting as a retainer for the specified session(s) or group placement.

Contact

If you have any questions about these terms, please contact:
info@routeeducation.co.uk