



# **FutureProof Education Ltd - Terms and Conditions of Membership Plan**

## **1. Introduction**

Welcome to FutureProof Education. By enrolling in our membership plan, you agree to abide by the following terms and conditions. These terms ensure a positive and productive environment for all students and staff, providing transparency and clarity to all members.

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## **2. Enrolment and Membership**

**2.1 Eligibility for Enrolment:** Enrolment at FutureProof Education is only confirmed upon completion of the registration form, full disclosure of required information, and payment of the initial membership fees.

### **2.2 Membership Duration and Attendance Policy**

#### **2.2.1 Membership Duration and Term Alignment**

Memberships provide rolling access to weekly sessions during term time and are aligned with the academic school year, as defined in Clause 7.1.

Membership fees provide access to scheduled learning provision rather than guaranteed attendance at individual sessions.

#### **2.2.2 Attendance, Absences and Missed Sessions**

If a Member is unable to attend a scheduled session, we kindly ask that the Member (or parent/guardian) notifies FutureProof Education in advance wherever possible.

As sessions form part of a structured membership programme and are planned and staffed in advance, missed sessions are not normally eligible for a refund, credit, or automatic replacement. While we always aim to be supportive, make-up sessions cannot be guaranteed unless explicitly confirmed in writing by FutureProof Education.

In cases of illness or unavoidable absence, and at the discretion of FutureProof Education, we may offer academic support such as:

- access to our subscribed online learning platforms, and/or
- guidance for independent catch-up activities to support continued learning.

Any alternative provision offered is intended as learning support only and does not constitute a replacement lesson.



Absences due to holidays, social events, or personal scheduling commitments remain chargeable and are not eligible for rescheduling, refund, or credit.

Where a session is cancelled by FutureProof Education, an appropriate alternative session, credit, or adjustment will be provided.

## **2.3 Saturday Weekly Tuition Membership**

### **2.3.1 Payment Schedule**

Membership fees for the Saturday Weekly Tuition Membership are payable in advance on a monthly basis. The payment cycle begins on the date of the Member's initial registration.

Payments are taken every four (4) weeks from the date of the initial payment. Any changes to the membership or payment schedule should be communicated in writing by either the Member or FutureProof Education at least seven (7) days in advance wherever possible.

### **2.3.2 Lesson Provision**

A valid Saturday Weekly Tuition Membership includes one (1) lesson per week during term time, in line with the academic calendar referenced in Clause 7.1.

Lessons are delivered on Saturdays, unless otherwise agreed in writing. In the event of a public holiday, centre closure, or unforeseen circumstances, sessions may be rescheduled or alternative arrangements made, with advance notice provided wherever reasonably possible.

### **2.3.3 Unused Lessons**

Lessons that are not attended within a four-week payment period do not roll over into future payment cycles and are not refundable or transferable.

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## **2.4 After-School Club Programs**

### **Payment Terms:**

- Fees for after-school programs must be paid in full no later than the date specified in the course registration, which will be provided prior to the program's start date. This ensures a confirmed spot in the program.
- Any failure to submit full payment by the due date will result in the cancellation of the member's participation in the program, and no exceptions will be made.



### **Lesson Provision:**

- The after-school membership entitles the member to one (1) lesson per week during term time only, for the entire duration of the specified program.
  - Each lesson will last one (1) hour, and all lessons are subject to availability based on the FutureProof Education schedule.
  - If a member misses a class, it is their responsibility to notify FutureProof Education of the absence in advance to potentially reschedule or receive any related guidance. There is no guarantee of lesson makeup unless explicitly stated by FutureProof Education.
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## **2.5 Holiday Camps**

### **Daily Attendance Fees:**

- Payment for daily camp attendance must be received by FutureProof Education no later than 24 hours (1 day) prior to the camp session's scheduled start date. Failure to submit payment on time will result in the loss of the reserved spot, and no exceptions will be made.

### **Full Week or Multiple Day Discount:**

- To qualify for the discounted rate for attending a full week of camp or multiple consecutive days, the total payment for the entire camp week (or multiple days) must be received in full no later than one day before the first day of the camp session.
- Discounted rates are only available when a member registers for the entire week or consecutive days as specified by FutureProof Education. Partial attendance does not qualify for a discount.

## **2.6 Payment Compliance**

Failure to make payments on time for our programs or camps may result in immediate suspension of services, including lesson attendance. Repeated late or missed payments may lead to termination of membership and additional administration costs. FutureProof Education reserves the right to pass these administration costs on.

**2.7 Membership Fee Adjustments:** FutureProof Education reserves the right to adjust membership fees as necessary. Members will receive a minimum of two months' written notice of any increase, detailing the updated fee structure and effective date.



**2.8 Provision of Accurate Information:** Parents/guardians are required to provide accurate, complete, and up-to-date information during enrolment, including but not limited to contact information, emergency contacts, and relevant medical information. The parent/guardian is fully responsible for notifying FutureProof Education promptly of any changes that may arise regarding the student's medical, academic, mental health, or well-being.

**2.9 Special Educational Needs and Disabilities (SEND):** Parents/guardians must disclose any Special Educational Needs and Disabilities (SEND) or medical needs upon enrolment. It is the ongoing responsibility of the parent/guardian to update FutureProof Education regarding any changes to these needs throughout the membership period. If a parent/guardian fails to disclose or update SEND information, and an incident arises due to non-disclosure, FutureProof Education is not responsible for any resulting impacts.

**2.10 Photo and Media Consent:** Unless expressly opted out during enrolment, parents/guardians consent to FutureProof Education using images or videos of their in the learning environment on the business website, social media, or promotional materials. If, at any time, the parent/guardian wishes to withdraw consent, they must notify FutureProof Education in writing. However, any materials already published may not be able to be removed. FutureProof Education retains all rights to all images taken.

**2.11 Google Workspace Account Consent:** By agreeing to these terms, the parent/guardian consents to FutureProof Education creating and managing a Google Workspace account for the enrolled student, which may contain the student's name. FutureProof Education retains full rights and administrative control over the account including password recovery information, access to and retention of all content created, stored, or shared via the account. Upon membership cancellation, the student's access to this account will cease, and the account remains the property of FutureProof Education unless stated otherwise.

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### 3. Payment Terms

**3.1 Payment Schedule and Method:** Membership fees are due in full and must be paid in advance for each upcoming month through direct debit. The payment cycle is structured on a 4-week basis, commencing from the member's initial payment date. To maintain enrollment, cleared funds must be received by either the 6th of each calendar month or by the start of the week following the completion of each 4-week cycle.

In specific months during 2025, there are 5 Saturdays in a calendar month. In these months, students will receive one additional lesson free of charge. This additional lesson is provided to compensate for any potential holiday breaks ensuring students receive the equivalent number of lessons for the annual membership. The months with 5 Saturdays in 2025, where additional lessons are provided, are: March, May and November. These additional lessons



will be included as part of the regular membership, and no additional payment will be required for these lessons.

**3.2 Refund Policy:** Membership fees paid in advance are non-refundable. Refunds will only be considered under exceptional circumstances, at the sole discretion of Futureproof Education. Any such cases will be reviewed on an individual basis, and a decision on refunds will be made by Futureproof Education's management team.

**3.3 Late Payment Penalties:** If payment is not received on time, Futureproof Education reserves the right to suspend the student's attendance at the tuition centre until all outstanding fees have been paid in full. Additionally, a £10 late administration fee will apply to each instance of late payment, except under exceptional circumstances where the fee may be waived at Future Proof Education's discretion. Members are encouraged to communicate promptly regarding any payment issues to avoid service interruptions.

**3.4 Changes to Discounts or Promotions:** Futureproof Education reserves the right to withdraw, amend, or cancel any discounts or promotional offers associated with membership plans. Members will be given at least two months' written notice prior to the implementation of any changes to discounts or offers.

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## 4. Attendance and Punctuality

**4.1 Mandatory Attendance:** Students are required to attend all scheduled sessions promptly. FutureProof Education maintains a structured learning environment and expects consistent attendance to support academic progress and learning outcomes. Repeated absence can potentially have an impact on progress.

**4.2 Notification of Absence:** If a student is unable to attend a scheduled session, it is the responsibility of the parent/guardian to inform the centre by email, text, or phone prior to the scheduled start time. This notification assists the centre in making any necessary adjustments to lesson planning and preparation.

**4.3 Repeated Absence Policy:** FutureProof Education reserves the right to review a student's membership in cases of repeated absences without a valid reason. If repeated absences disrupt the student's learning or the class dynamic, membership may be terminated. This action will be taken only after notifying the parent/guardian.

**4.4 Planned Absences:** Parents/guardians must provide at least one month's written notice for any planned absences from scheduled sessions. If notice is not provided at least one month in advance, the monthly fee will remain unchanged, and the missed session will not be refunded or rescheduled, except under extenuating circumstances at the sole discretion of FutureProof Education.



**4.5 Centre-Initiated Cancellations:** In the rare event that FutureProof Education needs to cancel, reschedule, or alter a scheduled session, the centre will provide adequate notice to all students and parents/guardians through email, text, or phone, depending on the situation. FutureProof Education will make every reasonable effort to reschedule the session within the same week or offer an equivalent alternative session. If a student is unable to attend the rescheduled session, an alternative learning arrangement will be made, such as access to supplementary materials, online support, or another method that accommodates the student's learning needs.

**4.6 Responsibility for Personal Belongings:** Students are strongly advised not to bring personal belongings, including but not limited to electronic devices, valuables, or other personal items, onto the premises of FutureProof Education. FutureProof Education assumes no responsibility or liability for any personal belongings that are lost, stolen, or damaged while on the centre's premises. Students who choose to bring personal items do so entirely at their own risk. FutureProof Education cannot provide secure storage, and staff will not supervise or safeguard personal belongings during sessions.

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## **5. Behaviour and Conduct**

**5.1 Respectful Conduct:** All students must behave respectfully towards staff, peers, and property. Inappropriate behaviour will not be tolerated and may lead to disciplinary action.

**5.2 Disciplinary Actions:** Consistent disruptive behaviour or any actions that hinder the learning environment may result in suspension or expulsion without refund of membership fees.

**5.3 Parental Involvement in Behavioural Issues:** FutureProof Education will communicate any behavioural concerns to the parent/guardian, who may be required to meet with the centre's management for discussion.

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## **6. Health and Safety**

**6.1 Disclosure of Medical Conditions:** Parents/guardians are required to disclose any medical conditions, allergies, or specific health needs that may impact the student's participation in activities. It is the responsibility of the parent/guardian to keep FutureProof Education updated on any changes to the student's health status throughout the membership term.



**6.2 Emergency Medication Requirements:** It is the responsibility of the student to have on their person any medication required for emergency use, including but not limited to epinephrine injectors (EpiPens), inhalers, and other prescribed emergency medications. Parents/guardians must inform FutureProof Education staff, in writing, if the student is required to take any medication during a session or if certain medications should be administered in an emergency. Clear instructions on medication usage in emergencies must be provided to FutureProof Education at the time of enrolment and updated as needed.

**6.3 Emergency Action:** In the event of a medical emergency, FutureProof Education will make every effort to take appropriate action based on the provided information and contact the designated parent/guardian promptly.

**6.4 Liability for Injuries:** FutureProof Education is not liable for any injury or illness sustained during sessions, except in cases where injury or illness is caused by negligence on the part of the centre or its staff.

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## **7. Holiday Closure, Lesson Compensation, and Term-Time Operation**

### **7.1 Lesson Compensation**

Our coding club operates exclusively during term time and will observe closures for all half-term breaks and the summer holidays, which include the months of October, December, February, May, and August. These closures are planned in alignment with the school calendar and the operational dates of Davenant Foundation School.

To ensure our members do not lose valuable lesson time due to these breaks, we are pleased to offer compensation for any missed sessions. For months with five Saturdays, specifically May and October. The club will provide additional lessons at no extra cost to make up for any potential disruptions.

In the interest of maintaining the continuity of learning, we will also offer self-paced independent activities for students to engage with during any holiday closures. We highly recommend that students complete these activities to continue their progress and maximize the benefits of their membership.

Additionally, to support our members during the summer break, we will freeze all membership payments at the end of July. There will be no required action on the member's part, as payments will not be processed during the month of August. Payment collection will automatically resume during the week commencing Monday, 1st September 2026, ensuring a seamless continuation of membership and access to lessons.



**7.2 Holiday Closure Schedule:** The centre will close on specific Saturdays during school holidays during 2026 as follows:

**February Half Term**

- **Closed:** Monday 16th February – Sunday 20th February 2026
- **No session:** Saturday 21st February 2026
- **Sessions resume:** Saturday 28th February 2026

**Easter Break**

- **Closed:** Monday 6th April – Sunday 12th April 2026
- **No session:** Saturday 11th April 2026
- **Sessions resume:** Saturday 18th April 2026

**May Half Term**

- **Closed:** Monday 25th May – Sunday 31st May 2026
- **No session:** Saturday 30th May 2026
- **Sessions resume:** Saturday 6th June 2026

**Summer Break**

- **Last session before break:** Saturday 25th July 2026
- **Payment freeze:** 25th August 2026 (no action required)
- **Closed:** Monday 26th July – Monday 4th September 2026
- **No sessions on:** Saturdays 1st, 8th, 15th, 22nd, and 29th August 2026
- **First session of the academic year:** Saturday 5th September 2026

As no sessions are delivered during this period, **all memberships will be automatically frozen for August**, and **no payment will be taken** for that month. No action is required from families.

Membership payments will automatically **reactivate ahead of the new academic year**, with the next payment due **week commencing Monday 31st August / 1st September 2026**, covering sessions from **Saturday 5th September 2026** onwards.

7.3 The above schedule is subject to change at the discretion of FutureProof Education. In the event of any changes, FutureProof Education will provide a minimum of three weeks notice in advance to all Members and relevant parties.

7.4 Academic Year Schedule: The academic year concludes on the last Saturday of July, pausing all fees until the first Saturday of September.



## 8. Cancellation and Termination

**8.1 Parent-Initiated Cancellation:** Parents/guardians may cancel enrolment with a minimum of one month's written notice.

**8.2 Termination by Centre:** The centre reserves the right to terminate membership for non-compliance or other valid reasons.

**8.3 Non-Refund of Fees upon Termination:** In cases of termination due to non-compliance, fees for the remaining term are non-refundable.

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## 9. Data Protection and GDPR Compliance

**9.1 Data Protection Compliance:** FutureProof Education adheres to GDPR regulations, handling all personal information with the utmost confidentiality and in compliance with the Data Protection Act.

**9.2 Usage of Personal Data:** Personal data is used solely for administrative purposes, safeguarding it from disclosure to third parties without consent, unless legally required.

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## 10. Limitation of Liability

**10.1 Liability for Personal Belongings:** FutureProof Education is not liable for any loss, theft, or damage of personal belongings.

**10.2 Service Liability:** Liability for any claim in connection with the provision of services is limited to the amount of fees paid.

**10.3 Insurance Coverage:** FutureProof Education maintains public liability and indemnity insurance; however, it cannot assume responsibility for damage to personal property.

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## 11. Amendments to Terms and Conditions

**11.1 Right to Amend:** FutureProof Education reserves the right to amend these terms and conditions at any time.

**11.2 Communication of Amendments:** Parents/guardians will be notified of changes, and the latest version will be available on the centre's website.

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## **12. Governing Law**

12.1 These terms are governed by the laws of the United Kingdom.

By enrolling, you acknowledge having read, understood, and agreed to these terms and conditions.

### **FutureProof Education**

Shaping Tomorrow's Thinkers Today