TERMS OF BUSINESS

ComputerXplorers Dorset East | Parent, carer and organisation bookings

Draft date: 11 August 2026
Proposed effective date: 24/08/2026

Contracting company: STB Education and Coaching Ltd t/a ComputerXplorers Dorset East

Company number: 17383290

Registered in: Bournemouth, Christchurch and Poole

Registered office: C/O Vantage Accounting, 1 Cedar Office Park, Cobham Road, Wimborne, BH217SB

Customer service email: dorseteast@computerxplorers.co.uk

Phone number: 07706581509

Please read these terms before booking. They explain how bookings, payments, cancellations, credits and refunds work. Nothing in these terms affects a consumer's statutory rights.

Part A - Terms for parents and carers

1. About these terms

These terms apply when a parent or carer books and pays for educational activities for a child directly with the Company. They cover after-school clubs, extracurricular courses, holiday activities, workshops, Academy learning journeys and online sessions.

If a school or other organisation books and pays for the service, Part B applies instead. If a parent pays through a school acting only as a booking administrator, Part A will normally apply unless the booking information clearly states otherwise.

The booking page, booking confirmation and any location-specific information form part of the contract. If they conflict, the booking confirmation takes priority for the dates, times, venue and price, followed by these terms and then promotional material.

2. Definitions

- "Academy" means a programme paid for monthly and running during the stated academic year.
- "Booking" means the contract for the Child to attend a Class, Course, Workshop or Academy.

- "Child" means the child or young person named in the Booking.
- "Class" means an individual educational session.
- "Course" means a series of Classes sold as one booking.
- "Parent" means the parent, carer or other adult making the Booking.
- "Published Information" means the booking page, confirmation email and any location-specific information supplied before booking.
- "Working Day" means Monday to Friday, excluding public holidays in England.

3. Making a booking

A booking request is an offer to buy the advertised service. The contract is formed when the Company sends written confirmation and, where payment is required in advance, receives the required payment.

Places are subject to availability. A place is not reserved merely because a booking form has been started or an enquiry has been made.

Before submitting a Booking, the Parent will be given an opportunity to review the selected activity, dates, Child details and price, and to correct input errors. The Parent must also check the confirmation and promptly report any error.

The Company will send a booking confirmation by email or another durable written format. It will confirm the key booking details and make these terms and applicable cancellation information available to the Parent. The person making the Booking confirms that they are at least 18 and have authority to provide the required information about the Child.

4. The service

The Company will provide the service described in the Published Information with reasonable care and skill. The Company may make reasonable changes to lesson content, activities, equipment or instructors where this does not materially reduce the overall service.

Learning outcomes depend on attendance, participation and factors particular to each Child. The Company does not guarantee a particular academic result, qualification or level of attainment unless the Published Information expressly states otherwise.

Class sizes, age ranges and minimum participant numbers will be stated where material to the Booking. The Company may use suitably trained substitute instructors.

5. Prices and payment

The price is the total price shown before the Booking is submitted, including any unavoidable fee or applicable tax. Optional extras will be identified separately and will not be added without consent.

The Company may correct an obvious or manifest error in a price or description. If an error affects a confirmed Booking, the Company will contact the Parent promptly, explain the correction and offer the choice of paying the correct price or cancelling for a full refund of sums paid.

For a Course paid for in full, payment is due before the first Class and before a place is confirmed. The accepted payment methods are those shown during booking.

If payment is reversed, refused or overdue, the Company may suspend attendance after giving reasonable notice and an opportunity to correct the issue. This does not affect amounts already due.

6. Academy monthly payments

Unless the Published Information says otherwise, an Academy year runs from September to the following July and ends automatically after the final July session. It does not automatically renew for the next academic year. A new enrolment is required for the following year.

Payments are taken monthly in advance on or around the first day of each month. The Published Information will state the monthly amount, first payment date, expected number of payments and any prorated first payment.

Where the Parent chooses a recurring card payment, Direct Debit or other recurring payment method, they authorise the relevant payment provider to collect the stated monthly amounts in accordance with the payment schedule. The Parent may cancel that payment authority through the relevant provider, but doing so does not by itself cancel the Academy contract or remove amounts properly due under it. Clause 6 explains how to end the Academy place.

The Parent may cancel an Academy place at any time by giving 30 days' written notice. Notice begins when received by the Company. The Child may attend during the notice period. If a payment covers a period after the cancellation takes effect, the Company will refund the unused proportion within 14 days.

The Company may agree to pause payments in cases of serious illness, family emergency or another exceptional circumstance. Requests will be considered reasonably and consistently, but a pause is not guaranteed. Any agreed pause and revised end date will be confirmed in writing.

The Company will not increase the monthly price during the stated Academy year unless the Parent expressly agrees. A price for a later academic year will be communicated before re-enrolment.

7. Cancellation by a Parent before a Course starts

The Parent must cancel by email or another written method accepted on the booking page. The Company will acknowledge cancellation promptly.

The following amounts are the maximum deductions the Company will normally make. Any deduction will be limited to the reasonable direct loss caused by the cancellation, after taking account of costs saved and any replacement booking:

- More than 21 days before the first Class: full refund.

- Between 7 and 21 days before the first Class: the cancellation deduction will not exceed 50% of the Course price.
- Fewer than 7 days before the first Class: the cancellation deduction may be up to the full Course price where the place cannot reasonably be filled and the Company remains committed to the associated costs.

If the place is filled by another customer, the Company will recalculate the deduction and refund any amount that no longer reflects its reasonable loss. Refunds will normally be made to the original payment method within 14 days after the amount due has been established.

Some dated leisure activities may not carry a statutory cooling-off right. Where that exception applies, it will be identified before the Parent completes an online or distance booking. This clause provides contractual cancellation rights in addition to any statutory rights that apply.

Where a statutory cancellation right applies and the Parent asks the Company to begin providing the service during the cancellation period, the booking journey will obtain the Parent's express request and any acknowledgement required by law. The Parent may then be responsible for the proportion of the service properly supplied before cancellation, subject to applicable law.

8. Missed Classes and withdrawal after a Course starts

No refund or credit is normally due for an individual Class missed by the Child where the Class runs as advertised and the place remained available. This includes absence caused by other commitments, ordinary short-term illness or travel disruption.

For an extended medically supported absence or serious family emergency, the Company may offer a transfer or account credit where reasonably practicable. The Company may request proportionate supporting information but will not ask for more personal information than necessary.

If the Parent withdraws the Child after a Course starts for another reason, any refund will be limited to the amount, if any, by which advance payments exceed the Company's reasonable direct loss. The Company will take reasonable steps to fill the place.

9. Changes or cancellation by the Company

If the Company cannot deliver a Class on the advertised date, including because the school or venue closes or withdraws access, the Company will first try to offer a reasonable alternative date or a reasonably equivalent replacement session.

An online session will not be treated as reasonably equivalent to an in-person session where the format is materially important, unless the Parent agrees or the Published Information allowed for that change.

If a suitable alternative cannot be provided, or the alternative is materially different and the Child cannot reasonably attend it, the Company will offer an account credit equal to the amount paid for the affected Class. The credit may be used for an eligible activity operated by the Company within 12 months of issue and may be used for another child in the same immediate family.

The Parent may request a refund instead of credit where the Company cancelled the Class and no reasonably equivalent alternative is available or suitable. The refund will be limited to the amount paid for the undelivered Class and will normally be made to the original payment method within 14 days.

Cancellation or rescheduling of one Class does not automatically cancel the remainder of a Course unless the change significantly affects the overall service.

The Company may cancel a whole Course before it begins if the stated minimum number of participants is not achieved. In that case it may first offer a transfer or credit, but the Parent may choose a full refund.

10. Account credits

A credit is recorded against the Parent's customer account. It has no cash value except where these terms or the law entitle the Parent to a refund.

Unless agreed otherwise in writing, a credit expires 12 months after issue. The Company will not shorten its validity after issue. Credit may not be sold or transferred outside the Parent's immediate family.

Where the Company is unable to honour a valid credit because it stops offering suitable activities, the Parent may request repayment of the unused balance.

11. Attendance and punctuality

The Parent must ensure that the Child arrives at the stated place at the stated time, appropriately dressed and with any equipment identified in the Published Information.

Responsibility for the Child transfers to the Company when the Child has been signed in or otherwise accepted by an authorised member of staff. It returns to the Parent, school or authorised collector when the Child is signed out or released in accordance with the agreed arrangements.

The Company is not responsible for supervision before the published start time or after collection, except while dealing with a late collection under clause 12.

12. Collection and late collection

The Parent must provide accurate collection arrangements and identify every person authorised to collect the Child. The Company may ask for identification and may refuse release where it has a reasonable safeguarding concern.

A Child will only be allowed to leave unaccompanied where the Parent has given written permission and the Company considers that arrangement appropriate for the Child's age, the venue and any school requirements.

If collection is late, the Company will follow its safeguarding procedure and try to contact the Parent and emergency contacts. Persistent or serious late collection may result in a reasonable published late fee, suspension or termination of the place after warning. Any fee will reflect the additional staffing or venue cost incurred.

13. Health, medical information and emergencies

The Parent must provide information reasonably needed to keep the Child safe, including relevant allergies, medical conditions, disabilities, medication and emergency contacts, and must promptly update that information.

A Child should not attend where they are unwell, infectious or unable to participate safely. The Company may ask for early collection where a Child becomes unwell during a Class.

In an emergency, the Company may provide appropriate first aid, contact emergency services and take other reasonable steps to protect the Child. It will try to contact the Parent as soon as reasonably possible.

Medication will only be administered where agreed in advance under the applicable medication procedure.

14. Additional needs and reasonable adjustments

The Company welcomes information about disabilities, additional needs or other circumstances that may affect participation. Parents should provide relevant information as early as possible so reasonable adjustments can be discussed.

The Company will consider adjustment requests individually, taking account of the Child's needs, safety, available staffing, the venue and the nature of the activity. If the Company reasonably concludes that it cannot provide the service safely or appropriately, it will explain the position and discuss alternatives, credit or refund for undelivered services.

15. Behaviour and safety

Children must follow reasonable safety and behaviour instructions, treat others respectfully and use equipment appropriately.

The Company will normally address concerns proportionately and, where appropriate, involve the Parent and agree support measures. Serious or persistent behaviour that creates a material safety risk, significantly disrupts others or damages property may lead to suspension or termination of the place.

Where a place is terminated because of serious or persistent behaviour after reasonable steps have been taken, any refund will be calculated after deducting the Company's reasonable direct loss. The Parent may be responsible for the reasonable repair or replacement cost of property deliberately or recklessly damaged by the Child, taking account of age and circumstances.

16. Personal belongings and equipment

The Child should not bring valuable or unsuitable items unless requested. The Company is not responsible for ordinary loss or damage to personal belongings unless caused by its failure to use reasonable care and skill.

Equipment supplied by the Company or venue remains their property. Login details, software licences and devices must be used only for the Class and in accordance with reasonable instructions.

If the Company lends equipment for use away from the activity, it will confirm the equipment, loan period and return arrangements in writing. The Parent must take reasonable care of it, keep it secure, use it only for the agreed educational purpose, and not install unauthorised software or share access credentials. The Parent must promptly report loss, damage or a technical issue and return the equipment when requested.

The Company will not charge for fair wear and tear. If loss or damage results from a failure to take reasonable care, the Company may charge a reasonable repair or replacement cost after taking account of the equipment's age, condition and any recoverable insurance payment.

17. Online Classes

For an online Class, the Parent is responsible for a suitable device, reliable internet access and an appropriate environment, unless the Published Information says otherwise.

Access links and credentials must not be shared. The Child must use the platform appropriately and must not record, copy or distribute the session or another participant's image, voice, work or personal information.

The Company will say in advance if it intends to record a session and will obtain any separate consent required. Routine online teaching will not be recorded unless clearly stated.

If the Company's platform or systems fail and the Class cannot reasonably continue, clause 9 applies. Problems limited to the Parent's device or connection do not normally create a right to refund, although reasonable technical assistance may be offered.

18. Intellectual property and children's work

Lesson plans, teaching resources, branding, videos, software configurations and other materials supplied by the Company remain owned by the Company, its franchisor or its licensors. They may be used by the Child for personal educational purposes but must not be commercially reproduced, published or shared without permission.

The Child retains ownership of original work they create, subject to rights in any underlying software, templates, characters or third-party content. The Parent grants the Company a limited permission to store, display and copy that work only as reasonably necessary to deliver the service, provide feedback and maintain records.

The Company will obtain separate optional consent before using an identifiable Child's photograph, recording, name or work for marketing or publicity.

19. Personal information

The Company processes personal information about Parents and Children to manage bookings, deliver activities, protect participants, respond to emergencies and meet legal obligations. Further details, including retention periods, sharing and data protection rights, are set out in the Company's Privacy Notice at https://computerxplorers.co.uk/.

Health and safeguarding information will be handled with particular care and shared only where there is an appropriate reason, including with relevant staff, the venue, emergency services or safeguarding authorities.

20. Liability

Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights, or any other liability that cannot legally be limited or excluded.

The Company is responsible for loss or damage that is a foreseeable result of its breach of contract or failure to use reasonable care and skill. It is not responsible for loss that was not foreseeable when the contract was formed, or for business losses suffered by a Parent acting as a consumer.

The Company is not responsible for failure or delay caused by circumstances outside its reasonable control, but it will take reasonable steps to minimise disruption. This does not remove the remedies in clause 9 for services that are not delivered.

21. Complaints

A Parent who is dissatisfied should contact dorseteast@computerxplorers.co.uk and provide the booking details and a concise description of the issue.

The Company aims to acknowledge a complaint within two Working Days and provide a substantive response within ten Working Days. If more time is reasonably needed, it will explain why and provide an updated response date.

If the Parent remains dissatisfied, they may request review by a director or senior manager. The final response will identify any alternative dispute resolution arrangement in which the Company is required or has agreed to participate. This procedure does not prevent either party from seeking another lawful remedy.

22. Changes to these terms

The terms applying to a Booking are those provided when the contract is formed. The Company may update terms for future bookings.

The Company will not make a material change to an existing Booking without the Parent's agreement unless the change is required by law or is necessary for safety and does not materially disadvantage the

Parent. Where a proposed material change disadvantages the Parent, the Company will offer an appropriate right to cancel the affected future service and receive a proportionate refund.

23. Notices and communications

Notices under these terms should be sent by email to the address shown above or through another written method identified on the booking page. A notice is treated as received when it reaches the recipient's email system, provided the sender does not receive a delivery failure message. A notice received after 5 pm or on a non-Working Day is treated as received on the next Working Day.

The Parent must keep their email address and telephone number up to date and should check messages relating to booked activities.

24. General

If any provision is found unlawful or unenforceable, the remaining provisions will continue in effect. A delay in enforcing a right does not waive that right.

No person other than the Parent and the Company has a right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999, except that this does not restrict any right a Child has independently under applicable law.

The Company may transfer its rights and obligations under a Booking to another organisation as part of a genuine transfer of the relevant business, provided this does not reduce the Parent's rights or make the service materially less suitable. The Company will give the Parent reasonable notice of the transfer.

These terms and the documents incorporated under clause 1 contain the agreement between the Parent and the Company. They do not exclude responsibility for a statement made fraudulently.

25. Governing law and courts

These terms are governed by the law of England and Wales. A Parent living in another part of the United Kingdom retains any mandatory protections and rights to bring proceedings in the courts available to them under applicable consumer law.

Part B - Terms for schools and other organisations

This Part applies where a school, academy trust, nursery, preschool, camp provider, local authority, charity, company or other organisation (the Client) books and pays for Classes or Workshops for business or organisational purposes.

26. Formation and scope

The Client's written acceptance of a quotation or booking proposal is an offer. The contract is formed when the Company confirms acceptance in writing. The quotation, agreed specification and this Part form the contract.

If documents conflict, a written variation signed or expressly accepted by the Company takes priority, followed by the agreed specification, quotation and these terms.

The Client must ensure that its requirements, dates, participant numbers, age ranges, venue information and required outcomes are accurate before confirmation.

27. Fees, deposits and invoicing

Fees are those stated in the accepted quotation. The quotation will state whether VAT, travel, accommodation, materials, licences and venue expenses are included or payable separately.

If VAT becomes payable, or the applicable VAT rate changes before supply, the Company may adjust the VAT element of the fees accordingly. The Company will provide an appropriate VAT invoice where required.

For Workshops and in-school activities, a deposit equal to 25% of the fees for activities scheduled in the first 30 days is payable on booking unless the quotation says otherwise.

For activities lasting fewer than 30 days, the Company will normally invoice the balance on completion. For activities lasting longer than 30 days, it will normally invoice at the end of each calendar month.

Invoices are payable within 30 days of the invoice date unless agreed otherwise. The Client must raise a genuine invoice query promptly and pay any undisputed amount on time.

The Company may charge statutory interest and recovery costs on overdue commercial debts. It may suspend future delivery after giving reasonable notice if an undisputed amount remains overdue.

28. Client responsibilities

The Client will provide safe and timely access to the venue, suitable teaching space, utilities, internet access and equipment identified in the specification.

The Client will provide accurate emergency, safeguarding, medical and accessibility information that it is lawfully permitted to share and that the Company reasonably needs to deliver the service safely.

Unless agreed otherwise in writing, the Client retains responsibility for pastoral care, behaviour management outside the session, authorised collection arrangements and the presence of any staff member required by its policies or applicable staffing ratios.

The Client will notify the Company promptly of closures, timetable changes, site restrictions, safeguarding concerns and other matters likely to affect delivery.

29. Safeguarding and personnel

Each party will comply with its applicable safeguarding obligations and promptly share relevant concerns through the agreed safeguarding contacts.

The Company will use appropriately recruited and trained personnel and will provide evidence of relevant checks, insurance or policies where reasonably requested and applicable to the service.

The contract specification should state which party has overall supervision responsibility during each activity. Nothing in the contract requires either party to disclose information contrary to safeguarding or data protection law.

30. Changes requested by the Client

A requested change to dates, times, participant numbers, location, content or resources is subject to availability and written agreement. The Company may adjust the fee to reflect additional or reduced cost.

A change is not binding until confirmed in writing. If the Company cannot accommodate the requested change, the original booking remains in force unless cancelled under clause 31.

31. Cancellation or postponement by the Client

The Client must cancel or request postponement in writing. The Company will first try to agree a reasonable alternative date or apply sums paid as credit against a replacement activity taking place within 12 months.

If no alternative is agreed, the following cancellation charges apply unless the quotation states otherwise:

- More than 21 term-time days before the first affected activity: 50% of the deposit may be retained.
- Between 7 and 21 term-time days before the first affected activity: 80% of the deposit may be retained.
- Fewer than 7 term-time days before the first affected activity: the full deposit may be retained.
- Fewer than 2 Working Days before an activity: the Company may also charge the fees for activities committed within the first scheduled calendar month, less costs saved and income reasonably recovered by reallocating the resources.

For activities during a school term, a term-time day means a day on which the Client's school is ordinarily open to pupils. Charges are intended to compensate the Company for committed staff, preparation, licences, travel and lost booking opportunities and are not a penalty. The Company will take reasonable steps to reduce its loss and will not recover twice for the same loss.

32. Changes or cancellation by the Company

If the Company cannot deliver an activity on the agreed date, it will first offer a reasonable alternative date, substitute instructor or reasonably equivalent delivery arrangement.

If the Client reasonably declines the alternative because it is materially different, or no suitable alternative can be arranged, the Company will offer account credit for the affected activity. The Client may request a refund of sums paid for the undelivered activity instead. Any undisputed refund will normally be paid within 14 days.

Neither party is liable for delay caused by circumstances outside its reasonable control, but each will notify the other promptly and take reasonable steps to reduce disruption and cost. This does not entitle the Company to retain payment for an activity it ultimately does not provide, except to the extent of any separate non-recoverable cost expressly agreed in the quotation.

33. Intellectual property

The Company and its licensors retain ownership of lesson plans, teaching resources, training methods, branding, software configurations and materials supplied for the activity.

Unless the quotation states otherwise, the Client receives a non-exclusive, non-transferable licence to use supplied handouts internally for the participating pupils and staff in connection with the booked activity. The Client must not commercially exploit, publish or provide the materials to another service provider without written permission.

Pupils retain rights in their original work, subject to third-party and underlying material rights. Publicity use requires appropriate separate permission.

34. Data protection and confidentiality

Each party will comply with applicable data protection law. Before personal information is shared, the parties will identify their respective roles and put any reasonably required data-sharing or processing arrangement in place.

Each party will protect confidential information received from the other and use it only to perform the contract, except where disclosure is required by law or safeguarding obligations.

35. Liability to organisational Clients

Nothing limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of title, or any liability that cannot legally be limited.

Subject to the previous paragraph, neither party is liable for indirect or consequential loss, loss of profit, loss of revenue, loss of anticipated savings or loss of business opportunity.

Subject to the first paragraph, the Company's total liability arising from the contract will not exceed 125% of the fees paid or payable under the contract during the 12 months preceding the event giving

rise to the claim. This cap does not reduce any separate amount properly due as a refund for an undelivered activity.

Each party will take reasonable steps to mitigate its loss. The Client is responsible for the acts and omissions of persons under its control to the extent permitted by law.

36. Termination

Either party may terminate the contract by written notice if the other commits a material breach and, where the breach can be remedied, fails to remedy it within 14 days after written notice.

Either party may terminate immediately if the other becomes insolvent or if continuing the contract would create a material safeguarding or legal risk that cannot reasonably be managed.

Termination does not affect accrued rights. The Client must pay for services properly delivered and non-cancellable commitments reasonably incurred before termination, subject to the Company's duty to mitigate loss.

37. Complaints and escalation

The Client should raise operational concerns promptly with the named Company contact. Formal complaints should be sent to sophiet@computerxplorers.co.uk. The Company aims to acknowledge a formal complaint within two Working Days and respond within ten Working Days.

If unresolved, either party may request escalation to a senior representative and a good-faith meeting before court proceedings, unless urgent action is reasonably necessary.

38. General business terms

Neither party may assign the whole contract without the other's written consent, not to be unreasonably withheld, except that the Company may assign it as part of a genuine transfer of the relevant business if this does not materially reduce the Client's rights.

No failure or delay in exercising a right is a waiver. If a provision is unenforceable, the remainder continues. A person who is not a party has no right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999.

The accepted quotation, specification, written variations and these terms form the entire agreement. Neither party excludes liability for fraud or fraudulent misrepresentation.

Notices must be sent to the addresses or email contacts stated in the contract. Email notices are treated as received when they reach the recipient's system without a delivery failure message, subject to the Working Day rule in clause 23.

39. Governing law and jurisdiction

The contract is governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction over a dispute between the Company and an organisational Client.

Publication checklist

Remove this checklist from the public version after completion.

- Confirm the correct legal entity, company number, registered office and place of registration.
- Insert the customer-service email, telephone number and privacy-notice link.
- Confirm that Academy billing, the 30-day notice period and prorated final payment match the payment system.
- Confirm that the booking journey shows the full price, lets parents correct errors, and shows any applicable cooling-off exception before payment.
- Confirm that every online or distance booking sends the parent a durable written confirmation with the booking details, these terms and applicable cancellation information.
- If services can start during a statutory cancellation period, configure the booking journey to collect any express request and acknowledgement required by law.
- If recurring payments are used, confirm the payment authority, failed-payment process and cancellation instructions match clause 6.
- Retain the equipment-loan paragraphs only if equipment may be used away from the activity; otherwise remove them before publication.
- VAT treatment for holiday camps: a franchisee that is VAT registered and Ofsted registered may be able to treat a qualifying childcare-based holiday camp as VAT exempt. This is fact-specific and Ofsted registration alone does not make every camp exempt; activity-led or tuition-led camps may be treated differently. Obtain written VAT advice for each franchisee and camp model, retain the supporting evidence, and ensure advertised prices and invoices use the confirmed treatment.
- Confirm the 12-month credit validity can be administered and communicated to customers.
- Align the terms with safeguarding, collection, medication, behaviour, privacy and photography policies.
- Have a solicitor or Trading Standards adviser review the final operational version before publication.