SimTech Education Ltd trading as ComputerXplorers Bolton & Wigan, Company Registration Number 13505661.

(The Company) undertakes to provide educational activities (Class or Workshop) to young people (Your Child) or direct to a school, a camp provider, a pre-school or similar (Establishment/Organisation) either after school, during school time or during school holiday periods.

The purpose of these Terms of Business is to explain to you what your rights and obligations are and what rights and obligations The Company has. The terms of this agreement are governed by English law and any dispute shall be resolved within the jurisdiction of the courts of England and Wales.

1. Fees and Payments for Classes paid for by Parents/Carers

- The Company's fees for providing a Class are as advertised on any promotional material relating to the specific class at the specific location.
- For after school/extracurricular courses, payment will be required, in full before the start of any Class and before any place is reserved or allocated for Your Child on a Class.
- In the event that The Company is unable to deliver a Class in full as described you will be notified immediately and given an immediate refund of all fees paid for the undelivered Class.
- In the event that The Company is unable to deliver a Class in part you will be notified immediately and given details of any alternative Class. You will have the option to receive an immediate refund for the part of The Class not attended by Your Child if they are unable to attend the alternative Class.
- If an After School Class is cancelled due to school closure or cancelled by the school, the class will be rescheduled where possible. This may include the use of lunchtime sessions or alternative days.
- For a course to run there must be a minimum number of participants. Should the minimum number not be achieved you will be notified and a full refund given, if money has already been accepted.
- No refunds will be made in the event that Your Child is unable to attend all or part of any Class that runs as advertised.
- Payment can be made by cash or cheque. Payment by bank transfer can be accepted if prior arrangement with The Company is made.

2. Your Obligations

- Provide The Company with contact details of any person(s) who should be contacted by it in the event of an emergency - this applies to Parents/Carers of children in After School/ Extracurricular/ Holiday classes as well as representatives of Establishments/Organisations.
- Parents/Carers of children in After School/ Extracurricular/ Holiday classes must provide The Company with the arrangements for the collection of Your Child from a Class.

- Parents/Carers of children in After School/ Extracurricular/ Holiday classes should ensure that Your Child is at the required location on the required date and at the required time for a Class.

3. Notice of Your Right to Cancel.

- If Your Child is withdrawn from a class more than 21 days before the scheduled start date of the first session a full refund will be provided.
- If Your Child is withdrawn from a club between 7 and 21 days before the scheduled start date of the first session a 50% refund will be provided.
- Refunds will not be available for a withdrawal later than 7 days before the scheduled start date of the first session.
- Notice of cancellation must be confirmed in writing. Notice of cancellation is accepted by email. Where notice of cancellation is posted, it is recommended that it is sent by Signed For Delivery, however cancellation will be deemed to be served as soon as it is posted or sent to The Company.
- The Company will acknowledge receipt of notice of cancellation in writing within 14 days

4. Complaints

- If you are not happy with any aspect of service provided by The Company, you should contact our Company representative, Richard Simcox, via the contact details on this website.
- This complaints procedure does not prevent you from seeking other means of redress