



ROBOCODEUK – TERMS & CONDITIONS

1) Definitions

In these Terms:

- **“You”** means the person making the booking/purchase (must be 18+) and confirms they are a parent/guardian/carer of the student or an adult Student booking for themselves.
- **“Student”** means the child or adult attending a Service.
- **“Services”** means any Course, Camp, Workshop, Activity, Club, coaching, or other services we offer.
- **“Course”** means a scheduled programme delivered in person (single session or multiple sessions).
- **“Activity”** means any Service provided in return for payment.
- **“Schedule of Fees”** means the pricing as shown on our website or confirmed in writing, as updated from time to time.
- **“Kit”** means any RobocodeUK educational kit, components, or package supplied with or without a Course.
- **“Learning Materials”** means our curriculum, content, handouts, projects, and resources (physical or digital).
- **“RobocodeUK Rules”** means conduct, safeguarding, safety, and operational rules applicable at the venue.
- **“Contract”** means the binding agreement formed under clause 2.

1.1 Contract Formation

The Registration Form, these Terms and Conditions, the Schedule of Fees, and RobocodeUK Rules together form a legally binding contract between you and RobocodeUK.

2) BINDING AGREEMENT

2.1 These Terms and Conditions govern the provision of Services by **RobocodeUK**, a company incorporated in England and Wales, to you.

2.2 By submitting a booking, registration, or purchase request (whether online or otherwise), you confirm that you:

- are at least eighteen (18) years of age;
- are the parent, legal guardian, or authorised carer of the Student, or an adult Student booking Services for yourself; and
- have the legal capacity and authority to enter into a binding contract.



2.3 A legally binding contract between you and RobocodeUK shall be formed only upon RobocodeUK's acceptance of your booking or purchase, which shall occur when RobocodeUK issues written confirmation and/or accepts payment for the relevant Services.

2.4 These Terms and Conditions, together with any booking confirmation, order confirmation, or other documents expressly incorporated by reference, constitute the entire agreement between you and RobocodeUK in relation to the Services.

3) Booking and eligibility

3.1 Bookings are confirmed **only once full payment is received**, unless we agree otherwise in writing.

3.2 Bookings where part/no payment is made are treated as **pending** and do not reserve a place.

3.3 Students must meet the **age/eligibility** requirements stated for the Service.

3.4 Where a service is delivered in RobocodeUK, bookings may be limited to pupils registered at that RobocodeUK premises, where applicable.

3.5 We may refuse or cancel a booking if the Service is unsuitable for the Student (e.g., safety, behavioural concerns, or inability to meet disclosed needs), subject to clause 11.

4) Pricing and payment

4.1 Prices are shown on our website or as confirmed in writing or verbally in-person or over the phone by our sales representative.

4.2 If a pricing error is displayed, we may correct it. Where you have booked at an incorrect price, we will either:

- offer you the option to pay the correct price; or
- cancel and refund.

4.3 We accept payment via the methods shown at checkout (card/PayPal/bank transfer, Stripe, or cash). Bank transfer fees (including intermediary charges) are your responsibility.

5) Fixed dates and cooling-off

5.1 Fixed Dates and Statutory Cancellation Rights

Where a Service constitutes a **leisure, educational, or recreational activity provided on a specific date or during a specific period**, the statutory right to cancel within 14 days under the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** does not apply, in accordance with Regulation 28(1)(h) of those Regulations.

By completing a booking for such a Service, you expressly acknowledge and agree that **no statutory cooling-off period applies once the booking has been confirmed**, and that the Service is non-cancellable except as expressly permitted under these Terms and Conditions or required by applicable law.

5.2 This does not affect your statutory rights where Services are faulty or misdescribed.

6) Cancellation of Regular Courses (Ongoing / Term-Based Programmes) by You:

You may request cancellation of a regular or ongoing Course by providing written notice to **administration@robocode.uk**, subject to the provisions of this clause. The cancellation terms set out below reflect staffing commitments, programme planning, and capacity management requirements.

a) Notice Requirement

Where a Student is enrolled in a regular or ongoing Course (including weekly or term-based programmes), you may cancel the service only by providing a minimum of **one full calendar month**'s written notice to RobocodeUK.

b) Justification for Notice Period

This notice period is required in order to allow RobocodeUK to make appropriate and reasonable arrangements in respect of, including but not limited to:

- staffing and instructor scheduling commitments.
- venue, facilities, and equipment allocation.
- curriculum planning and cohort continuity; and
- maintaining minimum viable group sizes to ensure educational quality and safety.

c) Payment During Notice Period

The one full calendar month notice period is fully chargeable and payable in full, whether or not the Student attends sessions during that period. This reflects costs and commitments already incurred or unavoidably committed by RobocodeUK during that time.

d) Effective Date of Cancellation

Cancellation shall take effect at the end of the one full calendar month notice period, provided that all Fees due for that period have been paid in full.

e) Failure to Provide Required Notice

Where the required notice is not provided, RobocodeUK reserves the right to continue charging Fees until the notice requirement has been satisfied, subject always to your statutory consumer rights.

6.2 In-person Services (Camps/Activities)

- **Within 7 days** of the start date: **no refund**.
- **7 to 21 days** before the start date: **50% refund**.
- **More than 21 days** before the start date: **full refund minus any non-refundable booking/payment registration fees**.

6.3 Fee Averaging, Term-Time Breaks and Service Pauses

6.3.1 Where a Student is enrolled in a regular, ongoing, or term-based Course, Fees are calculated and charged on an **average basis across the applicable academic teaching period**, rather than by reference to individual sessions attended.



6.3.2 Fees remain payable in full during **scheduled term-time breaks**, half-term holidays, or other short, planned pauses in delivery which form part of the academic calendar, and **no refund, credit, or fee reduction** shall be available in respect of such periods.

6.3.3 The averaging of Fees reflects the overall cost of programme delivery, including (without limitation) staffing, curriculum planning, facilities, systems, and administrative overheads, which continue regardless of short-term pauses in teaching.

6.3.4 Where RobocodeUK elects to **suspend delivery of a regular Course for a continuous period of one (1) full calendar month or longer**, RobocodeUK shall:

- a) pause the charging of Fees for the duration of that suspension; or
- b) where Fees have been paid in advance, apply a corresponding credit to the next billing period,

unless otherwise agreed in writing.

6.3.5 Nothing in this clause affects your statutory consumer rights where Services are not provided with reasonable care and skill or are not provided at all.

7) Cancellations or changes by RobocodeUK

7.1 We may need to change dates, venues, content, instructors, or delivery method due to operational reasons, safety, or events outside our control.

7.2 If we cancel a Service:

- **Before it starts:** we refund fees paid for that cancelled Service.
- **After it starts,** we provide a **pro-rated refund** for the remaining undelivered sessions.

7.3 Refunds are made via the original payment method where possible.

8) ABSENCES, LATENESS, AND MISSED SESSIONS

8.1 Notification of Absence

You are requested to notify RobocodeUK in writing as soon as reasonably practicable if the Student will be absent from any scheduled session.

8.2 Availability of Services

Where a Student is absent from a scheduled session for any reason (including illness, holidays, or personal circumstances), the session shall be deemed to have been made available by RobocodeUK in accordance with this Contract.

8.3 Refunds and Credits

Subject to clause 8.4 and your statutory rights, no refund, fee reduction, or credit shall be payable in respect of sessions missed due to the Student's absence.

8.4 Discretionary Make-Up Sessions

RobocodeUK may, at its absolute discretion and subject to availability, offer a substitute or make-up session where an absence is unavoidable. Any such arrangement shall be:

- non-transferable.
- limited to one rescheduling per missed session if required; and

- subject to such conditions as RobocodeUK may reasonably determine.

Nothing in this clause creates an entitlement to a substitute session.

8.5 Late Arrival and Early Departure

Where a Student arrives late to a session or leaves early, no refund, credit, or rescheduling shall be available. Where a Student arrives 10 minutes or more after the scheduled start time, RobocodeUK reserves the right to refuse admission to that session where admission would compromise safeguarding, safety, or the learning experience of others.

8.6 Statutory Rights Preserved

Nothing in this clause is intended to exclude or limit any rights or remedies available to you under applicable law, including where Services have not been provided with reasonable care and skill or have not been provided at all.

9) Drop-off, pick-up, and late collection

9.1 You must follow our check-in/out procedures. We may require you to confirm authorised collectors and provide photo ID.

9.2 We cannot provide cover for late pick-ups. If a Student is not collected on time, we may:

- apply a late collection charge of the **pro-rata session cost + £15**; and/or
- refuse further bookings for repeated late collection.

9.3 We may require completion of additional forms for under-18s (including emergency contact and authorised adult details).

10) Health, medical information, allergies, and medication

10.1 You must disclose any relevant medical conditions, allergies, medication, SEND/support needs, behavioural concerns, or risks **at the time of booking** and update us if anything changes.

10.2 We may require a completed medical form before attendance.

10.3 Where a Student is required to be withdrawn, sent home, or prevented from attending a Service in accordance with this Clause 10, **no refund, credit, or fee reduction shall be payable, except where required by applicable law.**

10.4 **Nut policy:** No nut-containing products may be brought where we operate a nut-restricted environment. We cannot guarantee an allergen-free environment.

10.5 If medication is required, it must be clearly labelled, in date, and handed to the staff member responsible as directed. If essential medication is missing or not compliant, the Student may not be able to stay.

11) Discretionary Refusal, Suspension and Exclusion

11.1 Right to Refuse Admission

RobocodeUK reserves the right, acting reasonably and proportionately, to refuse admission to, or continued participation in, any Service where it determines that such refusal is necessary for **legitimate and objective reasons**, including but not limited to safeguarding, health and safety, or the effective delivery of education.

11.2 Grounds for Refusal or Exclusion

Without limitation, such grounds may include circumstances where, in RobocodeUK's reasonable opinion:

- a) the Student's participation would present a **risk to the health, safety, or welfare** of the Student, other students, staff, or third parties;
- b) the Student's conduct is **seriously disruptive** to learning or materially interferes with the educational experience of others;
- c) the Student's needs cannot reasonably be accommodated within the scope of the Service without compromising safety, educational quality, or the needs of other participants; or
- d) you have provided **incomplete, inaccurate, or misleading information** relevant to safeguarding, health, medical needs, behavioural matters, or suitability.

11.3 Safeguarding and Duty of Care

RobocodeUK's decisions under this clause shall be guided by its **statutory safeguarding duties**, health and safety obligations, and its duty of care to all students and staff. Decisions shall not be made arbitrarily and shall be based on reasonable evidence and professional judgment.

11.4 Non-Discrimination

Nothing in this clause permits refusal, suspension, or exclusion on discriminatory grounds. RobocodeUK shall not act in a manner contrary to the **Equality Act 2010** and shall give due consideration to reasonable adjustments where required by law.

11.5 Process and Communication

Where practicable, RobocodeUK shall notify you of the reasons for refusal, suspension, or exclusion and may, where appropriate, discuss alternative arrangements or next steps. Immediate exclusion may occur without prior notice where required to protect safety or welfare.

11.6 Fees and Refunds

Where refusal or exclusion occurs pursuant to this clause for reasons attributable to the Student's conduct, suitability, or undisclosed information, **no refund, credit, or fee reduction shall be payable**, except where required by applicable law.

11.7 Review

You may request that RobocodeUK reviews a decision made under this clause by submitting a written request in accordance with the RobocodeUK's complaint procedure which can be found on the website www.robocode.uk. Any review shall not suspend the effect of the decision unless RobocodeUK determines otherwise.

12) First aid and emergencies

12.1 Staff may administer first aid and call emergency services where needed.

12.2 You authorise RobocodeUK to take reasonable emergency steps to safeguard the Student if we cannot reach you promptly.

13) PHOTOGRAPHY, VIDEO RECORDINGS AND DATA PROTECTION

13.1 Use of Images and Recordings

During the provision of the Services, RobocodeUK may take photographs, video recordings, or other visual media of Students participating in activities for purposes including, without limitation subject to Your consent for:

- safeguarding and internal records;
- staff training and quality assurance; and
- marketing, promotional, and informational materials (including on websites, social media platforms, and printed materials).

13.2 Lawful Basis for Processing

Personal data, including images and recordings of Students, shall be processed in accordance with applicable data protection legislation, including the **UK General Data Protection Regulation** and the **Data Protection Act 2018**.

The lawful basis for such processing shall be one or more of the following, as applicable:

- RobocodeUK's **legitimate interests** in operating, safeguarding, and promoting its educational services; and/or
- **consent**, where required by law or where RobocodeUK determines consent to be the appropriate lawful basis.

13.3 Right to Object or Withdraw Consent

Where processing is carried out on the basis of legitimate interests, you have the right to **object** to such processing.

Where processing is carried out on the basis of consent, you have the right to **withdraw consent at any time**.

Any objection or withdrawal of consent must be communicated to RobocodeUK in writing at **administration@robocode.uk**. Upon receipt of such notice, RobocodeUK shall take reasonable steps to cease future use of the Student's image for marketing or promotional purposes.

13.4 Scope and Limitations

An objection or withdrawal of consent shall not affect:

- processing already lawfully carried out prior to receipt of the objection or withdrawal; or
- the continued processing of images or recordings required for safeguarding, legal compliance, or internal record-keeping purposes, where permitted by law.

13.5 Retention and Security

Images and recordings shall be retained only for as long as is reasonably necessary for the purposes for which they were collected, in accordance with RobocodeUK's **Privacy Notice** and data retention policies and shall be stored securely using appropriate technical and organisational measures.

13.6 Privacy Notice

Further information regarding how RobocodeUK collects, uses, stores, and protects personal data, including details of retention periods and data subject rights, is set out in RobocodeUK's **Privacy Notice**, available on its website and upon request.

In the event of any inconsistency between this clause and the Privacy Notice, the Privacy Notice shall prevail in respect of data protection matters.

13.7 Statutory Rights Unaffected

Nothing in this clause shall exclude or limit any rights available to You or the Student under applicable data protection legislation.

14) Lost property and personal items

14.1 We are not liable for loss/damage to personal items (including phones, laptops, tablets, headphones, valuables, scooters, or clothing).

14.2 Please label items clearly. Unclaimed items may be disposed of after **7 days** where storage is limited.

15) Intellectual property (Learning Materials)

15.1 All Learning Materials remain RobocodeUK's intellectual property.

15.2 You and Students must not copy, record, reproduce, distribute, or resell Learning Materials without written permission.

15.3 Students may keep their own work produced during a Service, provided it does not include copied Learning Materials.

16) Insurance and liability

16.1 We hold appropriate public liability and employer's liability insurance.

16.2 Nothing in these Terms limits liability where it is unlawful to do so (including death/personal injury caused by negligence, fraud).

16.3 Subject to 16.2, our liability is limited to the amount paid by you for the relevant Service. We are not liable for indirect or consequential losses, or for business losses.

16.4 We are not responsible for specific outcomes (grades, exam performance, career outcomes).

17) EDUCATIONAL KITS, PACKAGES, CANCELLATIONS AND RETURNS

17.1 Scope of This Clause

This clause applies to the sale of RobocodeUK educational Kits, components, materials, and any educational packages which include physical goods, digital content, software access, or course-linked materials (together, the "**Kits**").

17.2 Distance Sales and Statutory Rights



Where Kits are purchased by distance means, your statutory rights under the **Consumer Rights Act 2015** and the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** shall apply, subject to the provisions of this clause.

Nothing in this Contract is intended to exclude or restrict those statutory rights.

17.3 Right to Inspect Goods

You may handle and inspect Kits **only to the extent reasonably necessary** to establish their nature, characteristics, and functioning, as permitted by law.

Handling beyond what is reasonably necessary for inspection may result in a deduction from any refund, or refusal of a return, to the extent permitted by law.

17.4 Restrictions on Cancellation and Returns

Subject to clause 17.5, cancellation and return of Kits shall be accepted **only where the Kit remains unused, inactivated, and in a condition suitable for resale.**

For the avoidance of doubt, **no right to cancel or return shall apply** where:

- a) the Kit includes **digital content, software, licences, or online access** which have been activated, accessed, downloaded, or are capable of immediate activation upon opening; and/or
- b) the Kit or any part of it has been **customised, assembled, allocated, or configured** specifically for a particular Student or booking; and/or
- c) the Kit contains materials or components which, once opened or used, **cannot reasonably be resold** due to intellectual property protection, integrity, safety, or educational sequencing considerations.

17.5 Purely Physical, Non-Custom Kits

Where a Kit consists solely of **physical goods** that are:

- not customised or allocated to a specific Student,
- do not include software, digital content, or activation codes, and
- remain unused and undamaged,

you may exercise your statutory right to cancel within **14 days of delivery**, provided that the Kit is returned complete, in good condition, and in accordance with this Contract.

17.6 Faulty, Damaged or Incorrect Goods

Where a Kit is faulty, damaged, or not as described, your rights shall be governed by the **Consumer Rights Act 2015**, including the right to repair, replacement, or refund, as applicable. In such cases, return costs shall be borne by RobocodeUK where required by law.

17.7 Return Process and Costs

Unless otherwise required by law or agreed in writing:

- you shall be responsible for return shipping costs; and
- RobocodeUK reserves the right to inspect returned Kits prior to approving any refund.

Refunds, where approved, shall be processed using the original payment method within the statutory timeframe.

18) Complaints and written communications

18.1 We welcome feedback and treat complaints seriously.

18.2 Complaints should be submitted to: **administration@robocode.uk** and will be escalated to senior staff as appropriate.

18.3 Written notices may be sent via email and/or post to the contact details published on our website.

19. Non-Payment, Suspension of Services, Termination and Debt Recovery

19.1 Payment Obligations

All Fees, subscriptions, and other charges payable under this Contract shall be paid in full on or before the applicable due date, in accordance with the agreed payment schedule, subscription terms, or invoice issued by RobocodeUK.

19.2 Late Payment and Notice

Where any amount due under this Contract remains unpaid after its due date, RobocodeUK shall be entitled to issue one or more written notices (including by email) notifying you of the overdue amount and requiring payment within a reasonable specified period.

19.3 Suspension of Services

If payment remains outstanding following such notice, RobocodeUK reserves the right, upon written notice, to **suspend the provision of all or part of the Services**, including the Student's attendance at Courses, Camps, Workshops, or access to online platforms, until such time as all outstanding sums are paid in full. Suspension of Services shall not relieve you of your obligation to pay Fees accrued or accruing during the period of suspension.

19.4 Termination for Non-Payment

If payment remains unpaid after reasonable notice and/or suspension, RobocodeUK may, by written notice, **terminate this Contract with immediate effect**.

Upon termination for non-payment:

- all outstanding Fees and charges shall become immediately due and payable;
- the Student shall cease to be entitled to attend or access any Services; and
- no refunds, credits, or fee reductions shall be payable.

19.5 Debt Recovery and Escalation

Where sums remain unpaid following termination or continued default, RobocodeUK reserves the right to:

- pursue recovery of the debt directly.
- refer the outstanding amount to a **third-party debt recovery agency, solicitors, or legal representatives**; and/or
- commence legal proceedings for recovery of the outstanding sums,

in each case in accordance with applicable law, including the **Pre-Action Protocol for Debt Claims**.

19.6 Recovery Costs

To the extent permitted by law, you shall be liable for **reasonable costs incurred** by RobocodeUK in recovering unpaid amounts, including debt collection fees, legal costs, court fees, and enforcement expenses.

19.7 No Waiver

Any delay or failure by RobocodeUK to exercise its rights under this clause shall not constitute a waiver of those rights.

20) Force majeure

20.1 RobocodeUK shall not be liable for any failure or delay in the performance of its obligations under this Contract where such failure or delay results from events beyond its reasonable control, including but not limited to acts of God, fire, flood, pandemic, epidemic, governmental action, transport disruption, or failure of utilities or communications networks.

20.2 Where reasonably practicable, RobocodeUK may offer alternative methods of service delivery during the continuation of a force majeure event.

21) Variation of Terms and Conditions

21.1 Right to Vary

RobocodeUK reserves the right to **amend or update these Terms and Conditions** from time to time where such changes are necessary for one or more of the following reasons:

- to comply with changes in applicable law or regulatory requirements.
- to reflect changes to the Services, operational procedures, or business practices.
- for reasons of safety, safeguarding, or security; or
- to correct errors or clarify provisions.

21.2 Notification of Changes

Where changes are made, RobocodeUK will make the updated Terms and Conditions available on its website and, where the changes are material and affect existing customers, will provide reasonable notice by email or other appropriate means.

21.3 Effect on Existing Bookings

Unless otherwise required by law, **changes to these Terms and Conditions shall not apply retrospectively** to bookings or purchases already confirmed prior to the effective date of the change.

21.4 Acceptance of Changes

Continued use of the Services after the effective date of any updated Terms and Conditions shall constitute acceptance of those changes, except where such acceptance would be inconsistent with your statutory consumer rights.

21.5 Statutory Rights Unaffected

Nothing in this clause shall exclude or limit any rights or remedies available to you under applicable consumer protection legislation.

22) NON-CONTRACTUAL SUMMARY FOR PARENTS

22.1 This section is provided **for convenience and general guidance only** to assist parents and guardians in understanding certain practical aspects of RobocodeUK's Services.

22.2 **This summary does not form part of the Contract, is not legally binding, and does not replace, amend, or override** any provision of these Terms and Conditions.

22.3 In the event of any inconsistency or conflict between this summary and the operative provisions of this Contract, **the operative provisions shall prevail in all circumstances.**

22.4 Nothing contained in this summary is intended to, nor shall it be construed to, **exclude, restrict, or limit any statutory rights or remedies** available to you under applicable law, including (without limitation) the **Consumer Rights Act 2015** and related consumer protection legislation.

22.5 Any references in this summary to matters such as refunds, cancellations, returns, or finality of sales are **subject always to the full Terms and Conditions and to your statutory rights**, which remain unaffected.

22.6 You are advised to read the **entirety of these Terms and Conditions** carefully before booking or purchasing any Services or Products. Reliance should not be placed on this summary alone.

23) Governing law and jurisdiction

- **England/Wales:** English law; courts of England & Wales.

RobocodeUK

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