

Who can book

- A parent/guardian/carer aged 18+, or an adult student
- Students must meet the age and eligibility shown for the Service

How a contract is made

- You submit a booking and payment → we confirm by email → contract starts
- Until payment is received, places remain pending

Pricing & payment

- Prices are as shown at checkout or as confirmed verbally or in writing
- Pricing errors may be corrected before acceptance
- Bank-transfer fees are your responsibility

Fee structure for regular courses

- Fees for regular/term-based courses are **averaged across the academic teaching period**
- Fees remain payable during **half-term holidays and short planned breaks**
- **No refunds or credits** apply for such breaks
- If RobocodeUK suspends a regular course for a **full calendar month or longer**, payments will be paused or credited

Cooling-off & cancellations

- Fixed-date services (camps, workshops, holiday clubs): no 14-day cooling-off right once booked
- Regular weekly/term courses: cancel at any time with **one full calendar month's written notice**; the notice month is fully payable

In-person camps/activities refund scale

- More than 21 days before start: full refund (minus non-refundable fees)
- 7–21 days before start: 50% refund
- 7 days or fewer: no refund

Absences & missed sessions

- No refunds or credits for absence, lateness, or early departure
- One discretionary make-up session may be offered if space allows

If we cancel or change a Service

- If we cancel before start: full refund
- If we cancel after start: pro-rata refund for undelivered sessions
- We may change venue, tutor, content, or delivery method for operational or safety reasons

Health, safety & behaviour

- Students must follow RobocodeUK rules
- We may refuse or exclude a student for safeguarding, safety, disruption, or undisclosed needs
- Fees are retained where exclusion is due to the student's conduct or suitability, except where required by law
- No refunds if a student is withdrawn due to undisclosed medical needs or missing essential medication

Late pick-up

- Late collection may incur the pro-rata session cost plus £15

Kits & physical goods

- Unused, non-customised, non-activated kits: 14-day return (customer pays return postage)
- Opened, activated, or customised kits: non-returnable unless faulty
- Faulty goods: repair, replacement, or refund under consumer law

Photos & data

- Photos/videos may be used for safeguarding, training, and marketing
- You may withdraw marketing consent at any time; prior lawful use remains valid

Liability

- We carry public liability insurance
- Unlimited liability for death or personal injury caused by our negligence
- Otherwise, liability is capped at the fees paid for the affected Service
- Personal belongings are not insured

Late or non-payment

- Unpaid fees may lead to suspension, termination, and debt recovery

Complaints

- Email: administration@robocode.uk

Legal

- English law applies; courts of England & Wales
- This summary is non-binding and does not replace the full Terms
- Statutory rights remain unaffected

Full Terms: <https://robocode.uk/policies>

Last updated: 12 January 2025