



REP Learning
Chippenham
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Payment and Late Payment Policy

Effective Date: 09-07-2026 | Business Name: REP Learning

Payment is required in full before or at the time of booking to secure a student's session.

Payment Policy

Accepted Methods: Bank transfer (BACS)

Advance Payment: All individual sessions or packages must be paid at least **48 hours** before the first scheduled lesson.

Strict No-Refunds: All sales are final. No refunds or partial refunds will be provided for:

- Completed tutoring sessions.
- Student absences or technical issues on the student's end.
- Remaining lessons in a package if a student decides to discontinue tutoring.
- Sessions terminated early due to behavioural policy violations.

Late Payment Policy

Grace Period: Payments not received by the invoice due date will be granted a **3 day** grace period.

Late Fee: A fixed late fee of **£10** per week will be added to overdue invoices after the grace period expires.

Suspension of Service: Lessons will be automatically suspended if an invoice remains unpaid **7 days** after the due date.

Slot Reassignment: If a lesson is suspended due to non-payment, the student's recurring timeslot may be offered to students on the waiting list.

Resumption of Service: Tutoring will only resume once the outstanding balance, including late fees, is paid in full.