

Weston Learning Zone



Payment and Cancellation Policy

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Participants at the Weston Learning Zone retain the services of Stephie (the owner) as an independent contractor and not as an employee.

This policy sets out how and when payments should be made to the Weston Learning Zone. Failure to comply with this policy may result in participants being refused access to the Weston Learning Zone's facilities and services, and legal action being taken.

Supporting Documents:

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Safeguarding Policy.
- Health and Safety Policy.
- Complaints Policy.
- Privacy Policy.

Fees:

The current fees associated with the activities of the Weston Learning Zone are stated on the relevant pages of our [website](#).

Fees may be adjusted from time to time. These changes shall become effective on a given date, at least seven days after written notice is provided to participants at the Weston Learning Zone.

Payments:

Payments must be made no later than immediately upon completion of an event/activity/booking. Payments may also be made in advance. Where expenses are charged, these payments should be made by the date specified in the invoice supplied by the Weston Learning Zone, to ensure that resources can be prepared in time for your activity.

Payments may be accepted in the form of cash, card or bank transfer.

Bank transfers should be directed to the following account:

Weston Learning Zone	34329015	04-03-33
Account Name	Account Number	Sort Code

Payment references should include the participant's name, as well as the date of the activity being paid for.



Any payments made by card will be subject to an additional 1.75% transaction fee.

Late Arrival and Early Termination:

No adjustment to fees shall be made due to late arrival by the participant or by early termination of sessions by the participant. Should a session be terminated early by the Weston Learning Zone, a refund shall be provided for the time missed, unless termination is due to the conduct of the participant.

Cancellation:

Should the participant need to cancel a scheduled session, they must provide sufficient prior notice to the Weston Learning Zone. Sufficient prior notice is defined as a deadline of 9:00am on the day of the scheduled session, or at least 1 hour before the session's start time, whichever is earlier. Sessions cancelled without sufficient prior notice are subject to payment of the full session fee.

Where participants commit to attending our activities on a regular basis, as opposed to booking individual activities (eg. weekly individual or group tutoring), this will be known as a 'regular session'. For regular sessions, we request that participants provide one week's notice for a planned cancellation (eg. a holiday).

If the participant would like to withdraw permanently from a regular session, they must provide at least two weeks' prior notice. Regular sessions cancelled without this notice are subject to payment of the full session fee for the following two weeks, regardless of whether the participant attends or not. Where a participant's attendance at a regular session becomes too infrequent for the session to remain viable, the Weston Learning Zone retains the right to permanently cancel the session.

Responsibilities:

The Weston Learning Zone undertakes to do all preparation prior to sessions and to structure sessions in such a way as to optimise time to the benefit of the participant.



The Weston Learning Zone makes no promises or warranties with regards to a participant's performance as a result of any sessions provided.

