

SIMTECH EDUCATION LTD trading as ComputerXplorers Bolton & Wigan, Company Registration Number 13505661 (The Company) undertakes to provide educational activities (Class or Workshop) 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 an Establishment/Organisation

- The Company's fees for providing a Class or Workshop are as agreed in writing with the individual client Establishment/Organisation.
- For Workshops and other 'in-school' Classes a deposit of 25% of the total of the first 30 days activities is payable when making the booking. See below for terms governing cancellation of the booking.
- For Workshops and other 'in-school' Classes spanning less than 30 days an invoice will be raised immediately upon completion.
- For 'in-school' activities that span more than 30 days, an invoice will be raised at the end of each calendar month.
- Invoice payment terms are 30 days.
- Any variation to these terms is only valid if confirmed in writing by The Company. Any variation takes precedence over the terms stated here.
- Payment must be made by bank transfer in line with the details on the invoice. Payment by cheque can be accepted by prior arrangement with The Company.
- In the event that The Company is unable to deliver a Class or Workshop in full you will be notified immediately and given an immediate refund of any fees paid for the undelivered Workshop.
- In the event that The Company is unable to deliver a Class or Workshop in part you will be notified immediately and given details of any alternative arrangements.

2. Your Obligations

- Provide The Company with contact details of a representatives, who should be the main contact and who could be contacted in the event of an emergency.

3. Notice of Your Right to Cancel - Establishment/Organisation

- If a class is cancelled less than 21 days* in advance of the scheduled start date, 50% of the cost is payable.
- If a class is cancelled less than 7-14 days* in advance of the scheduled start date, 80% of the cost is payable.
- The full cost will be payable in the event of cancellation less than 7 days* in advance.
- For cancellations less than 2 working days in advance the full fee for the agreed Classes or Workshops scheduled to be delivered in the first calendar month will be payable.
- 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 5 days.

*For Classes or Workshops held during the school term, the number of days notice applies to days within term time.

4.Complaints

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

The Company has Personal Accident Insurance of a maximum of £20,000 to cover claims in the event of an accident to an adult or child arising in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands as a result of actions by the Company.

The Company has Public Liability Insurance of £5 million to cover claims and losses or damages in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands arising from action by it.