



Bright Young Things

Academic Tuition

BYT Centres Ltd Membership - Terms and Conditions

Payments:

As a condition of BYT Centres Ltd membership, you give us permission to **securely store your card details** and **debit membership fees from your card** monthly in advance on the agreed date.

You must give us **30 days' written notice ahead of payment date** to cancel membership. Notice of cancellations should be emailed to info@brightyoungthings.co.uk. We are unable to offer refunds otherwise. Fees will be charged on or around the **20th of each month**.

Late Payments:

All fees must be paid in advance. If your payment is late your child will be unable to attend classes until it is settled. Late or non-payment of membership fees may result in additional charges, including but not limited to debt collection fees. In the event of payment delays, BYT Centres Ltd reserves the right to take appropriate actions to recover outstanding dues, and members will be responsible for any associated costs incurred by BYT Centres Ltd in the pursuit of payment.

Rescheduling and Missed Lessons:

If you wish to reschedule a lesson, **24 hours' notice must be provided** or you will be charged for the lesson. We are unable to refund a missed lesson but we can offer an alternative session where 24 hours' notice has been provided.

Refunds:

No refund for weeks where sessions were not attended. Registration fee not refundable.

Membership Freeze:

You can freeze membership for one calendar month at a cost of **£19**. Two weeks' notice required. It is important to note that membership freezing is not permitted during the last month of membership.

Childcare Vouchers and Working Tax Credits:

For clients paying via **Childcare Vouchers (CCV)**, **Working Tax Credits** or other means: we still require a card to be stored securely on file. We require an email receipt from the payment provider. We require payment by the 20th of the current month for the following month's fees. If payment does not arrive by the 20th of the month, we reserve the right to charge the card and carry over CCV payment to the following month.

Early drop off and late pick up:

We have a generous 15 minute grace period either side of your child's session time, as we understand the dynamics of a busy family life. We are unable to accommodate children outside of the agreed session times, and cannot take responsibility for them outside of these hours. If your child arrives early or isn't collected on time, we may impose a charge of £20/hour.



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In accordance with the new General Data Protection Regulation (GDPR) laws, which come into effect on 25 May 2018, we have made some changes to our Terms and Conditions. Please read below for more information.

Any reference to 'we' or 'us' in this policy refers to the separate and distinct legal entities that make up BYT Enterprises Ltd:

- * BYT Tuition Ltd
- * BYT Centres Ltd

Information we collect from you

We collect information directly from you when you choose to participate in our offers and services, programmes, subscribe, call or email us, or otherwise provide information directly with us. The following are examples of information that we may collect directly from you (for tutors indicated in brackets):

- * Name
- * Email address
- * Postal address
- * Telephone number
- * Demographic information
- * Payment information and bank account details
- * Communication preferences
- * Education preferences and history
- * Qualifications, institutions attended and photograph (for tutors)

Information Usage and Storage

* We use the information we collect to inform you about our products, events and services. The following are examples of how we may use the information that we collect:

Create and manage your account

Subscribe you to our newsletter, if your express permission was granted

Send you emails with personalised information about us which we think may be of interest to you

Process payment for purchases or services

* We keep in touch with our families with a weekly newsletter campaign which informs subscribers about products and services supplied by BYT Tuition Ltd. All personal data relating to subscribers is held securely and in accordance with the EU General Data Protection Regulation (GDPR) 2018.

* Information is not shared with third parties.

* In accordance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003, subscribers can unsubscribe at any time through a process detailed at the footer of each email campaign.

* Under the EU General Data Protection Regulation 2018 you may request a copy of personal information held about you by this website's email newsletter program. If you would like a copy of the information held on you please write to the business address at



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the bottom of this policy. All requests will be responded to within one month, in accordance with the EU GDPR 2018.

* You have the right to access the personal information that we hold about you (as defined in the EU General Protection Data Regulation 2018) upon receipt of a written request. Before providing personal information to you or another person on your behalf, we will ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information. If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

* You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances. If you would like to exercise this right, please contact us.

* We retain a record of your personal information. This is done in order to provide you with a high quality and consistent service across our group. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.