



ROBOCODE

PAYMENT TERMS

These terms apply to all Robocode programmes, including weekly pathways, Path 5, Game Zone, Holiday Tech Camps, GCSE/BCS courses, and other bookable activities. By booking, you agree to the following:

1. Academic Calendar & Regular Sessions

- Our academic year follows the calendar published (see website).
- Each term includes scheduled weeks of teaching plus holiday breaks and camps.
- When we take a one-week break during term time (e.g. half term, winter, Easter), **there is no refund**. Instead, families may use that week's credit towards booking a Holiday Tech Camp.
- Regular weekly sessions run continuously across the year except during:
 - **October Half Term**
 - **Winter Holidays (incl. Winter Camp)**
 - **February Half Term**
 - **March Holiday**
 - **Easter Holidays & Easter Camp**
 - **May Half Term & Camp**
 - **Summer Holidays & Camps (August)**

2. Summer Term

- **No payments are taken in August (Weeks 49–52).**
- Families may instead join Summer Camps during this period (booked separately).

3. Fees & Payment Schedule

- Fees are charged monthly by subscription on the **date of initial registration** (or next business day).
- All subscriptions must remain active to secure your child's place.
- A one-time registration fee may apply when joining certain programmes.
- Late or failed payments may result in suspension of classes until resolved.

4. Holiday Tech Camps & HAF Camps

- Holiday Tech Camp bookings are **non-refundable**.
- If your child cannot attend, your payment will be credited towards another programme of your choice (within the same academic year).
- Council-funded HAF places are subject to council rules and separate eligibility.
- **Annual Adjustments:** Fees are reviewed once a year and may increase in line with inflation, rising costs, or programme development. Notice of at least 30 days will be given before any change takes effect.



5. Withdrawals, Refunds & Credits

- **Regular weekly programmes:**
 - No refunds for missed sessions.
 - Sessions cannot be carried forward.
- **Camps & one-off events:**
 - No cash refunds. Credits may be applied to future Robocode programmes.
- **Exam courses (e.g. Path 5 GCSE/BCS):**
 - Once registered, exam-related fees are binding as entries are made with awarding bodies.

6. Discounts & Offers

- Sibling discounts, UC Childcare Support, and other financial support schemes may apply.
- Discounts cannot be combined unless expressly stated.

7. Game Zone

- Memberships and top-ups must be **paid in advance**.
- All Game Zone payments are **non-refundable**.
- Unused hours remain as credit until the **end of the academic year**, after which they expire.

8. Products & Kits

- Products, kits, books, and merchandise are sold on a **final sale** basis.
- If an item is faulty, we will provide an exchange or replacement.
- No refunds for change of mind or unused items.

9. General

- All bookings are subject to availability.
- Robocode reserves the right to adjust class schedules, staffing, or room allocations where necessary, with notice provided.
- In the rare case of centre closure (e.g. emergency), sessions will be rescheduled or credited.

Summary for Parents (Easy Guide)

- **Breaks:** If Robocode takes a one-week break (half term, winter, Easter etc.), there's **no refund**, but you can use that week's credit towards a **Holiday Tech Camp**.
- **Summer:** No monthly payments in **August**. Families can instead book **Summer Camps** separately.
- **Holiday Camps:** Payments are **non-refundable**, but the credit can be used for another programme within the same year.
- **Weekly Courses:** Payments are monthly in advance (1st of each month). If your child misses a session, it can't be refunded.
- **Game Zone:** Memberships and top-ups are paid in advance. No refunds, but unused hours remain as credit until the end of the academic year.
- **Exams (Path 5, GCSE/BCS):** Once registered, exam fees cannot be refunded (entries are binding with exam boards).
- **Products (e.g. kits, books, merch):** All product sales are **final**. If faulty, items will be exchanged with no refunds for change of mind.
- **Discounts:** Sibling discounts and childcare support may apply but cannot be combined unless stated.
- **Prices may rise once a year (with notice).**