

Plus First Steps in Early Learning Programme

Cancellation notice

If your contract with Alpha Plus Group was formed entirely by means of distance communication (i.e. by post, fax or electronic communication) without a face to face meeting with a member of the Plus Team you may cancel the contract within 14 days. The 14 day cancellation period will commence on the day following receipt of your completed and signed acceptance form.

To exercise your right to cancel, you must inform us at Alpha Plus Group's address of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or fax, or an email addressed to The Plus Team). You may use the attached model cancellation form, or your own wording, if you prefer. You do not have to provide a reason for cancellation when informing the Plus Team.

To meet the cancellation deadline you must send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

a) Where we have provided services

If, following your acceptance of a place and payment of the Fees, we provide services to your child, and then you choose to cancel the contract before the 14 day period expires, you will be liable to pay to us our reasonable costs. These will be the costs for the actual services provided up to the time you communicate to us your cancellation of the contract, calculated as a proportion of the termly fees. We will return to you, after deduction of our reasonable costs, the balance of fees paid.

b) Where we have not provided educational services

If you cancel this contract within the 14 day period and we have not provided any services, we will reimburse to you in full any payment of fees received from you, without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel.

We will make any reimbursement due using the same means of payment as you used for payment to us, unless we expressly agree otherwise. You will not incur any fees as a result of the reimbursement.

Reimbursement of payments made

If you have paid to us an amount greater than any costs we have properly incurred, we will reimburse you with the balance, within the timescale and in the manner set out in 0 above.

Cancellation form

Cancellation of contract – Plus First Steps in Early Learning Programme

To the parents:

If you wish to cancel your Contract with Alpha Plus Group within the 14 day period, please notify The Plus Team, by email: plus@alphaplusgroup.co.uk or letter: 50 Queen Anne St, London W1G 8HJ. Below is some suggested wording.

To The Plus Team

I / We hereby give notice that I / we cancel the Plus Contract as set out in:

- The offer e-mail
- the Plus *Terms and conditions*; and
- the acceptance form returned to The Plus Team on [● 00 month year]

Name(s) of parent(s):

Address(es) of parent(s):
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Signed:

Date: