TERMS & CONDITIONS

GOAT Learning

Provider	GOAT Learning - Abbie Wyatt, Owner and Lead Tutor
Contact	goatlearning@outlook.com
Effective from	September 2026
Applies to	All tuition, SEND sessions, small group sessions, clubs and other booked GOAT Learning services

Important booking summary: GOAT Learning is booked and paid for online week by week. There is no fixed-term commitment, subscription or automatic recurring place. A place is secured only when that specific session has been paid for in full online and confirmed. No payment is taken at a later date, and future availability cannot be guaranteed.

1. About these terms

These Terms & Conditions set out the basis on which GOAT Learning provides tuition and related educational services to children and families. They are intended to make the arrangements between GOAT Learning and parents or carers clear from the outset and should be read alongside the information provided at registration and booking.

By confirming a booking, the parent or carer entering into the agreement confirms that they have authority to arrange the service for the child and agree to these Terms & Conditions. Nothing in these terms affects a consumer's statutory rights.

2. GOAT Learning services

GOAT Learning provides educational support which may include small-group primary English, phonics and mathematics tuition, one to one or SEND-focused sessions, clubs, and outdoor or animal-assisted learning activities. The particular service, session length, frequency, group size and price will be confirmed before a booking is accepted.

Tuition is planned with regard to the child's starting point and the nature of the service booked. GOAT Learning will use professional judgement when selecting teaching approaches, resources and activities. While every effort will be made to support progress, no particular academic result, assessment outcome, school placement or rate of progress can be guaranteed.

3. Registration and information about your child

Before a child begins attending, GOAT Learning will require registration, emergency-contact, medical, allergy, SEND, collection and consent information. Parents and carers are responsible for ensuring that the information supplied is accurate and sufficiently complete for the child to participate safely.

GOAT Learning must be informed promptly of any material change to a child's medical needs, allergies, medication, SEND, behaviour or other circumstances where that information may affect the safe or appropriate delivery of a session. Information will be handled in accordance with the GOAT Learning Privacy Notice & Data Protection Policy.

4. Bookings and place allocation

GOAT Learning operates on a flexible weekly booking basis. Families are not required to commit to a fixed term, block of sessions or ongoing programme. Each weekly session is booked separately and is subject to availability.

Bookings are made and paid for online. Selecting a session does not reserve a place. A booking is only confirmed once the full session fee has been successfully paid online and booking confirmation has been issued.

GOAT Learning does not reserve spaces pending payment and does not operate a 'book now, pay later' arrangement. No payment is due or collected at a later date for a confirmed booking because payment is required in full at the point of booking.

Attending a class or session in one week does not reserve, hold or guarantee the same class, day or time in a future week. Places are limited and remain available for other families to book until online payment has been completed.

Families who wish to attend regularly are encouraged to book future sessions promptly. GOAT Learning cannot accept responsibility where a preferred class, group, day or time becomes fully booked before a further booking and payment have been completed.

GOAT Learning will not hold an unbooked or unpaid place for a child unless this has been expressly agreed in exceptional circumstances. Where a session has reached capacity, GOAT Learning may offer another available session where appropriate but cannot guarantee an alternative.

GOAT Learning reserves the right to consider whether a particular group or service is suitable for an individual child. Where another type of session would be more appropriate, this will be discussed with the parent or carer.

5. Fees and payment

The full price of each session will be displayed or made clear before the parent or carer completes the online booking. Payment is taken online at the point of booking and is required in full to secure the child's place.

A session is not confirmed until payment has been successfully processed. GOAT Learning does not accept payment on arrival for a session and does not routinely invoice families for payment after a session has been booked or attended.

There are no automatic future charges arising from a weekly booking. GOAT Learning does not use the weekly booking to create a subscription, recurring payment or commitment to purchase future sessions. A new booking and payment are required for each future session the family wishes to attend.

GOAT Learning may review its prices from time to time. The price shown and accepted when a particular session is booked will apply to that booking. Any later price change will apply only to future bookings and will not alter the price of a session that has already been confirmed and paid for.

6. Cancellations and missed sessions

Once an individual weekly session has been booked and confirmed, the place is reserved for that child. Families should therefore only confirm sessions that they intend to attend.

GOAT Learning does not offer a general change of mind refund for a confirmed weekly session. If a child is unable to attend because of illness, the value of the affected session may be transferred once to another available date, subject to availability. A transferred session does not guarantee a particular class, day or time and must be arranged directly with GOAT Learning.

Where a parent or carer cancels for another reason, any amount retained by GOAT Learning will be limited to what is fair and proportionate in light of the actual loss arising from that cancellation. This includes taking account of whether the reserved place can reasonably be offered to another family. These terms do not remove or restrict any statutory cancellation or refund rights.

Requests for a refund because of exceptional circumstances will be considered individually and fairly. This discretion is intended to deal with serious or unexpected circumstances and does not affect any legal right to a refund.

If GOAT Learning cancels a confirmed session, the family will be offered an alternative session, credit or refund as appropriate. Families will not be charged for a service that GOAT Learning does not provide.

7. Arrival, collection and punctuality

Children should arrive at the agreed time and be collected promptly at the end of their session. Parents and carers remain responsible for the child until the agreed handover to GOAT Learning and resume responsibility at collection.

A child will only be released in accordance with the collection arrangements provided by the parent or carer. Any change to the person collecting a child should be communicated in advance wherever possible. If a child is collected late, GOAT Learning will continue to supervise the child while reasonable attempts are made to contact the parent, carer or emergency contact. Persistent late collection may require the booking arrangements to be reviewed.

8. Behaviour and suitability of the provision

GOAT Learning aims to provide a calm, supportive and inclusive environment. Children will be treated respectfully and will be supported to understand clear, age-appropriate expectations for safe and considerate behaviour.

GOAT Learning recognises that behaviour can communicate need, particularly for children with SEND, and will use reasonable adjustments and supportive strategies wherever practicable. However, no child will be permitted to behave in a way that creates an unmanaged risk of significant harm to themselves, another child, the tutor or animals.

Where there are ongoing concerns about whether the provision can safely or appropriately meet a child's needs, GOAT Learning will discuss these with the parent or carer and consider reasonable adjustments. If the service cannot reasonably continue safely despite appropriate steps, GOAT Learning may bring the booking to an end on reasonable notice. Immediate suspension or termination will only be considered where there is a serious safeguarding or safety concern or another serious breach that makes continued attendance unsafe or impracticable.

9. Outdoor learning and interaction with goats

Some GOAT Learning services may include supervised outdoor learning or interaction with the GOAT Learning goats. Participation will be managed in accordance with the relevant risk assessment and any consent or medical information held for the child.

Children must follow safety instructions around animals, gates, outdoor areas and equipment. GOAT Learning may adapt, postpone or stop an outdoor or animal activity where weather, ground conditions, animal behaviour, illness or another safety consideration makes the planned activity unsuitable.

Parents and carers must disclose relevant allergies, medical needs, phobias or other circumstances that could affect participation. Where a child cannot safely take part in a particular activity, GOAT Learning will consider an appropriate alternative where reasonably practicable.

10. Illness, medical needs and emergencies

A child should not attend where they are too unwell to participate safely or where attendance would create an unreasonable risk of infection to others. If a child becomes unwell during a session, the parent or carer may be asked to collect them.

In an emergency, GOAT Learning will take reasonable action in the child's best interests, including contacting emergency services where necessary. Parents or carers will be contacted as soon as reasonably practicable. Arrangements relating to medication, allergies and specific medical needs must be agreed in advance where support may be required during a session.

11. Safeguarding

GOAT Learning has a duty to take appropriate action where there is a concern about a child's safety or welfare. Safeguarding concerns will be managed in accordance with the GOAT Learning Safeguarding & Child Protection Policy.

Where necessary and lawful, information may be shared with a school, local authority children's social care, the police or another relevant safeguarding agency without first obtaining parental consent. The welfare of the child will take priority where there is a safeguarding concern.

12. Photographs and publicity

Attendance at GOAT Learning does not, by itself, give permission for a child's image to be used for marketing or publicity. Any identifiable photograph or video intended for promotional use will be subject to a separate consent choice.

Refusing promotional photography consent will not affect a child's ability to access GOAT Learning services.

13. Personal property

Children should only bring items reasonably required for their session. GOAT Learning will take reasonable care within the learning environment but cannot accept responsibility for ordinary loss or damage to personal belongings unless that loss or damage results from GOAT Learning failing to exercise reasonable care.

14. Changes to sessions and circumstances beyond reasonable control

GOAT Learning may occasionally need to make reasonable changes to session content, location within the GOAT Learning environment, or planned activities. Where a material change affects the service the family has agreed to purchase, GOAT Learning will communicate this as soon as reasonably possible and provide an appropriate remedy where the agreed service cannot be provided.

Where an event outside GOAT Learning's reasonable control prevents a session from taking place, reasonable steps will be taken to minimise disruption. Any refund, credit or rearrangement will reflect the service actually provided and the circumstances of the cancellation, and will not exclude any rights the parent or carer has under consumer law.

15. Ending an ongoing arrangement

There is no requirement for a family to continue booking GOAT Learning from week to week. Families may simply choose not to make a further booking.

As future sessions are not automatically reserved, stopping attendance does not require a notice period in respect of weeks that have not yet been booked and confirmed. Equally, GOAT Learning is not required to keep a regular class, group, day or time available for a child unless a future session has actually been booked and confirmed.

Any session that has already been booked and confirmed remains subject to the cancellation and transfer provisions set out in these Terms & Conditions.

GOAT Learning may decline or pause future bookings where repeated attendance difficulties make the arrangement unworkable, there is a serious or persistent breach of these terms or GOAT Learning cannot safely or reasonably meet the child's needs. Where possible, concerns will first be discussed with the parent or carer.

16. Complaints and concerns

At GOAT Learning, open and honest communication with parents and carers is really important. If you have a concern about any aspect of your child's experience, please raise it with Abbie Wyatt as soon as possible so that there is an opportunity to understand the issue and, wherever possible, resolve it promptly.

Feedback is always welcome, whether something has gone particularly well or you feel that something could have been handled differently. Concerns will be listened to respectfully, considered fairly and responded to openly.

Parents and carers can raise concerns or provide feedback in person or by contacting **goatlearning@outlook.com**

17. Changes to these terms

GOAT Learning may update these Terms & Conditions where reasonably necessary, for example because the provision changes or legal requirements are updated. Material changes affecting an existing ongoing booking will be communicated in advance. Changes will not be used to remove rights or benefits already accrued without a lawful and fair reason.

Issued by: Abbie Wyatt, Owner and Lead Tutor

Effective: September 2026 | Review: September 2027