



## 1. Definitions

- **Child:** The child registered for the mock exam.
- **Client:** The child's parent/guardian.
- **HFT:** Highflyers Tuition.
- **Mock Exam:** The 11+ mock exam session.

## 2. Parties

This agreement is between the Client and HFT.

## 3. Safety

- Clients drop off their children at the exam hall entrance minimum 10 minutes prior to start time.

## 4. Exam Session

- Clients collect their children promptly.
- Late pickups may incur a charge.

## 5. Medical Conditions / special arrangements.

- Please inform HFT of any medical conditions at time of booking.
- HFT cannot guarantee an allergen-free environment.
- Clients must be contactable during the exam, please ensure an up to date phone number is provided.
- If you have local authority special arrangements, please inform us upon booking and we will endeavour to adhere as closely as possible to the special arrangements agreed.

## 6. Client Cancellations

- Changes to exam dates require 7 days' notice.
- No refunds for cancellations, but we will endeavour to offer an alternative date.

## 7. HFT Cancellations

- In the unlikely event that HFT cancels an exam full refunds will be given.

## 8. Illness

- Please inform HFT if the child is ill on the scheduled exam date.
- Alternative sessions will be offered when possible.

## 9. Exam Feedback

- Feedback includes:
  - Child's scores.

## Highflyers Mock Exam Terms and Conditions



- Cohort score analysis.
- Reports within 72 hours.

### **10. Data Protection**

- HFT uses data for service delivery and marketing.
- Data will not be shared with third parties.