

Teneo International School Fees and Payment Policy

This policy summarises the fees and payment terms applicable to the Teneo International School Product. It must be read with the full Teneo International School Terms and Conditions and any fee quotation, payment schedule, enrolment portal wording or policy expressly incorporated into those terms. If there is any conflict, the full Teneo International School Terms and Conditions will prevail. Unless the context indicates otherwise, capitalised terms used in this policy have the meanings given to them in the full Teneo International School Terms and Conditions. PRFP means the person responsible for payment.

School fees

Tuition fees are payable in advance in the amounts quoted by Teneo from time to time for the relevant year group, subjects and School Year.

All fees and payments for the International School Product are quoted and payable in Pounds Sterling (GBP), without deduction or set off. Any conversion performed by a bank, card issuer or payment provider does not change the GBP amount due and any foreign exchange difference, bank charge or conversion fee is for the account of the PRFP.

Subject to Teneo's published payment schedule, tuition fees may be paid on an annual, termly or 10-monthly basis:

- annual basis - one payment, payable on enrolment or re-enrolment;
- termly basis - three instalments, one per term, each payable before the first day of the applicable term; or
- 10-monthly basis - ten instalments, with the first instalment payable on enrolment or re-enrolment and each subsequent instalment payable monthly in advance in accordance with Teneo's published payment schedule.

Payment method

Payment must be made through the secure payment link, online payment system or other approved payment method nominated by Teneo. Payment processing may be provided by a third-party payment provider and may be subject to that provider's terms and privacy practices. Teneo does not store complete card details entered directly into a third-party payment gateway.

All payments must reflect the correct payment reference. Failure to use the correct reference may result in the payment not being allocated to the correct account and the payment may be treated as not having been made until it is identified and allocated.

Registration fee

An annual registration fee is payable per Pupil on initial enrolment and on re-enrolment for each School Year, together with the first tuition fee payment. The annual registration fee is not prorated and is non-refundable, except where mandatory law requires otherwise.

Mid-year enrolment and proration

Where a Pupil enrolls after the start of a School Year, tuition for the remainder of that School Year will be prorated by month or part of a month, not by day, using a monthly rate equal to the applicable annual tuition fee divided by ten.

The full monthly rate is payable for the month in which the Pupil is Onboarded, irrespective of the date in that month on which Onboarding is completed, and must be paid in advance. Teneo will apply the prorated amount to the selected annual, termly or 10-monthly payment option, as selected by the PRFP.

Discounts

A 5% sibling discount will apply to tuition fees in respect of the second and each subsequent sibling concurrently enrolled with Teneo. Sibling discounts are not cumulative.

The sibling discount applies to tuition fees only and does not apply to the annual registration fee, textbooks, equipment, Marketplace purchases, examination fees, examination-centre fees or any other third-party cost.

Teneo may reallocate the discount between siblings if the order or status of enrolments changes.

Other discounts may be offered from time to time for promotional or other reasons, may apply only to certain categories of Pupils or applicants, and may be time-limited. Teneo is not obliged to offer any such discount in respect of all Pupils or applicants, nor to repeat any such offer after it expires.

Discounts are applied per Pupil to the net tuition fee for that Pupil. Where multiple discounts apply to a single Pupil, each subsequent discount is calculated on the net tuition fee after application of the preceding discount, unless Teneo states otherwise in writing.

School format

The International School Product is offered in one school format only. There is no right to request a change to another Teneo format or product during a School Year. This does not prevent Teneo from changing the features or delivery methods of the International School Product in accordance with the Teneo International School Terms and Conditions.

What school fees do not include

School fees do not include any necessary textbooks, computer equipment, software, internet connectivity, backup power systems, peripherals, stationery or examination-related technology. These costs are for the sole account of the PRFP.

School fees also do not include any fees or costs charged by an Examination Body, private candidate examination centre or other third-party venue. Those costs are separate from Teneo's fees.

External examination fees and private candidate costs

All fees and costs charged by an Examination Body, private candidate examination centre or other third-party venue are separate from Teneo's fees and must be paid by the Parent, PRFP or Pupil directly to the relevant third party as required. Teneo does not collect those amounts or accept responsibility for their calculation, payment or refund.

Every External Qualification Assessment for a KS4 or KS5 qualification must be accessed through a Private Candidate Examination Pathway and is not facilitated by Teneo as the school. This includes written examinations, practical assessments, oral assessments, coursework, non-examination assessments, centre-assessed components, access arrangements, identity checks, results services, reviews, appeals and any other component prescribed by an Examination Body.

The Parent and Pupil are solely responsible for identifying, selecting and securing an appropriate Private Candidate Examination Pathway, including a suitable approved private candidate examination centre or venue; confirming that the relevant Examination Body, qualification, subjects, components and examination series are available; completing registration; meeting all deadlines; paying all fees; arranging travel and attendance; providing identification; complying with venue and Examination Body rules; arranging access requirements or accommodations; and dealing with results, certificates, reviews and appeals.

Teneo may provide general academic or procedural guidance in connection with External Qualification Assessments, but does not register a Pupil with an Examination Body or examination centre, book an examination entry, collect examination fees, secure a venue or seat, act as an examination centre, invigilate an External Qualification Assessment, authenticate or submit externally assessed work, arrange practicals or oral assessments, apply for access arrangements, manage examination logistics, or act as the Parent's or Pupil's agent in relation to an External Qualification Assessment.

Late payments

If any amount is not paid on or before the due date, Teneo may, to the extent permitted by law, charge interest at the prescribed or maximum lawful rate, together with reasonable late payment, reinstatement and collection costs.

For so long as any fees are overdue, Teneo may suspend the relevant Pupil's and/or Parent/PRFP's access to the learning management system and related services. Readmission is at Teneo's discretion and will not be allowed unless all amounts then outstanding have been paid or an arrangement acceptable to Teneo has been made.

Without limiting any other right Teneo may have, Teneo may withhold access to Internal Assessments, reports, transcripts, references, examination guidance, examination support documents, progression decisions, re-enrolment processing and any other academic or administrative documentation while any amount owing to Teneo remains unpaid.

Late payment, repeated failed payments, payment reversals, chargebacks or failed collections will constitute a material breach entitling Teneo to suspend or terminate the relevant agreement.

Banking, processing fees and allocation of payments

The PRFP is responsible for any banking or processing fees incurred as a result of a payment failing, being reversed, being disputed or being made across borders, to the extent permitted by law.

Teneo may appropriate any payment received on a Pupil's account to any outstanding fee, cost or other amount owing in respect of that Pupil and/or any sibling of the Pupil, and Teneo's appropriation will override any appropriation made by the payor or PRFP, subject to applicable law.

Cancellation, termination and refunds

Nothing in this policy limits a cancellation or withdrawal right that applies under mandatory consumer law.

Where a Parent or Major Pupil has a statutory right to cancel a distance contract, they may cancel within the applicable period, which will ordinarily be 14 days from the date on which the agreement is concluded, without giving a reason, by emailing help@teneoeducation.com.

If the Parent or Major Pupil asks Teneo through the enrolment process to begin providing services or digital access during a statutory cancellation period, Teneo may begin doing so. If the agreement is then cancelled during that period, the Parent or PRFP must pay a proportionate amount for services supplied before cancellation where applicable law permits. Any acknowledgement required for immediate digital content or loss of a cancellation right will be obtained separately through the enrolment process where required.

A refund due under a mandatory cooling-off right will be made within the period and by the payment method required by applicable law. The non-refundable status of the registration fee and the ordinary refund process in this policy are subject to any such mandatory right.

Outside any mandatory cooling-off period, a Parent or Pupil may terminate enrolment by submitting Teneo's Termination of Enrolment form. If the form is submitted by the cut-off date within a calendar month, termination will take effect at the end of the month specified in the form. If the form is submitted after the applicable cut-off date, the earliest termination date is the end of the following calendar month. Payment must be made in full until the effective termination date.

Where payment has been made for a period after the effective termination date, the tuition component for each complete unused fee month will be calculated using the applicable annual tuition fee divided by ten and credited or refunded, after deduction of any discount reversal, outstanding amount, non-refundable registration fee and reasonable administration or third-party costs, to the extent permitted by law. The month in which termination takes effect is charged in full.

If Teneo terminates without breach by the Parent, PRFP or Pupil, Teneo will provide a proportionate credit or refund of prepaid tuition for complete unused fee months after the effective termination date. If termination results from breach, risk, fraud, sanctions or misconduct, any refund remains subject to Teneo's rights of set-off and to applicable law.

Should any refund become payable, the refund will in the first instance be provided by way of a credit against future fees under the applicable account. If a Pupil ceases to be enrolled, any remaining credit balance may be claimed after final reconciliation of the account. Refunds will ordinarily be made in GBP through the original payment method, and may be reduced by non-refundable third-party processing costs or affected by exchange-rate movements, to the extent permitted by law. Any mandatory statutory refund right and time period takes precedence over this policy.

Termination does not affect any right or obligation that accrued before termination. Any amount owing by a Parent, PRFP or Pupil remains due and payable until fully paid and may be deducted from any refund or charged to an authorised payment method to the extent permitted by law.

Changes, subject discontinuation and pricing

Teneo reserves the right to change its offerings, including the curriculum, year groups, subjects, subject combinations, qualification pathways, Examination Bodies, timetables, technology, delivery methods and pricing from one School Year to the next. Teneo does not guarantee that any particular offering previously made available will continue to be available or available in the same form.

Teneo may restrict, suspend, withdraw or discontinue a subject, subject combination, year group, qualification pathway or service where Teneo considers this reasonably necessary because of insufficient enrolment, educator or staffing availability, examination-centre availability, changes imposed by an Examination Body, legal or regulatory requirements, safeguarding concerns, technology constraints, operational risk or commercial viability.

Where Teneo discontinues a subject or service during a School Year, it will, where reasonably practicable, give advance notice and offer either a suitable alternative or a proportionate credit or refund for the undelivered portion of the affected tuition fee. Teneo will not be liable for any further loss arising from such discontinuation, except to the extent liability cannot lawfully be excluded.

Fees for a future School Year may be amended at Teneo's discretion. Fees for a current School Year will not ordinarily be increased during that School Year, except for a change required by law, tax, an Examination Body, a third-party provider, an obvious pricing error, or a change requested or accepted by the relevant Parent, PRFP or Pupil.

Important note

This policy is subject to Teneo's full International School Terms and Conditions and, in the event of any conflict between them, the full International School Terms and Conditions will prevail.