

Promotional Terms & Conditions

General Promotional Terms & Conditions

Unless otherwise stated these terms and conditions apply to all promotions and offers, itemised below or otherwise;

- For offers that require a Promotional Code, the Promotional Code must be entered at checkout to receive the offer,
- Only customers who have been given the Promotional Code or notified about the Promotion may redeem the offer,
- All offers end at 23.59 GMT on the expiry date shown,
- We reserve the right to end offers and promotions early at our discretion,
- We reserve the right to extend offers and promotions at our discretion,
- We reserve the right to cease any promotion at any time and withdraw discounts, free sessions or any other service, material or collateral (physical, digital or otherwise) offered by the promotion if we suspect misuse of the promotion or we are unable to provide the service or fulfill the requirement,
- We will not accept any responsibility for any lost or delayed claims, illegible or fraudulent claims or for those claims not received by the closing date,
- A subscription can only be subject to one Promotion within a single transaction,
- Promotions, offers and discounts cannot be added retrospectively to a subscription,
- You must be over the age of eighteen (18) to claim the Promotion,
- Provision of any free and/ or discounted sessions is subject to availability. No cash alternative will be provided in lieu of your free and/or discounted sessions,
- Provision of any free worksheets, welcome packs, or physical collateral is subject to availability. No cash alternative will be provided in lieu of your collateral; and
- If you cancel your subscription before you have claimed any free sessions you will lose the right to those free sessions.

Money Back Guarantee Promotions:

If you have met our eligibility criteria and been contacted by us about any of our **Money Back Guarantee Promotions**, upon registering, inputting valid card details and entering a valid Promotional Code (which may be automatically applied at checkout by subscribing during the active period of this promotion) you can claim either of the below, depending on the subscription you have purchased:

- (a) **Ongoing Subscriptions:** You are entitled to a full refund **on your first payment** for that subscription only (dependent on the conditions below). To receive your money back you simply need to contact support@matr.org before your second payment. You are eligible to claim your money back if you are dissatisfied with our service only. Any sessions scheduled must be attended otherwise you void your eligibility to receive your money back.

Once you have claimed your money back your subscription will be cancelled, and all future bookings will be cancelled. You will not be able to have any more tutoring sessions unless you re-subscribe, in which case you will no longer be eligible for this promotion. To make a claim please contact support@matr.org, we will aim to process all refunds within 10 working days.

If you cancel your subscription but continue to use the service after cancellation you will lose the right to claim your money back. Once you have made a second payment you will lose the right to claim your money back.

(b) **Fixed Term Programmes (7, 14, or 21 weeks):** You are entitled to a full refund on **all your payments** for that subscription only (dependent on the conditions below). To receive your money back you simply need to contact support@matr.org as soon as your subscription purchased (7, 14 or 21 weeks) ends, and you have completed all the sessions. You are eligible to claim your money back if you are dissatisfied with our service only.

Once you have claimed your money back your subscription will be cancelled, and all future bookings will be cancelled. You will not be able to have any more tutoring sessions unless you re-subscribe, in which case you will no longer be eligible for this promotion. To make a claim please contact support@matr.org, we will aim to process all refunds within 10 working days.

If you cancel before your subscription ends, you will lose the right to claim your money back and no refunds will be issued.

You may only make one claim per subscription purchased.

Sometimes we may postpone payment to align payment with your first session.

Refunds will be issued to the card on which the payment was made only. No other alternative will be provided in lieu of us not being able to refund to this card.

Free Session(s) Promotions:

If you have met our eligibility criteria and been contacted by us about any of our **Free Session(s) Promotions**, upon registering, inputting valid card details, and entering a valid Promotional Code (which may be automatically applied at checkout by subscribing during the active period of this promotion) you can claim your free tutoring session(s).

You will be allocated one free tutoring session per week, up to the number of weeks the Free Session(s) Promotion states. You will then be allocated ongoing sessions which require payment. Your first payment will take place 1 day before your first paid session.

The first specified number of sessions will be free of charge. In the example of 2 free sessions on a subscription with weekly payments, the date of **your first payment will be the day before your 3rd session**, which is normally 13 days from your first session, irrespective of the session being cancelled. From this moment, your payments will be made weekly. If you **cancel your subscription before having used your free sessions and before your payment date, you will no longer be able to use your remaining free sessions**. You will usually be billed on your first payment date irrespective of whether you've used your free allocated sessions.

Sometimes we may postpone payment to enable you to use your free sessions. Any unused free allocated sessions can be used at the end of your subscription. You can cancel your subscription anytime through the agreed methods. This will prevent any new future bookings from being created and any future billing. We will need to be notified of the cancellation of your subscription at least 24 hours ahead of the next session or you will be billed. No refunds will be made for any paid for but unused sessions, however these will be available for you to use at an agreed time between you and us.

Discount % off Promotions:

If you have met our eligibility criteria and been contacted by us about any of our **Discount Percentage (%) Off Promotions**, upon registering, inputting valid card details, and entering a valid Promotional Code (which may be automatically applied at checkout by subscribing during the active period of this promotion) you can claim a specified percent discount on either (a) **your first payment(s)** or (b) **all future payments** or (c) **the duration of your fixed term**

subscription or (d) **Sibling discount Discount % off ONLY promotion**, depending on the promotion.

- (a) **First Payment(s) Discount % Off:** Your first payment(s) will be reduced by the percentage stated. For example you are purchasing weekly 50 minute tuition and paying monthly, and claim a First Payment 50% Off (often referred to as 'First Month 50% Off'), we will reduce your first payment by 50%. All subsequent payments will not be discounted. Sometimes we may postpone payment in order to make sure you get all your discounted tuition sessions before being billed again.
- (b) **Discount % Off Forever (Ongoing subscriptions):** Your first payment and all subsequent payments will be reduced by the percentage stated. For example you are purchasing weekly 50 minute tuition and paying monthly, we will reduce your first payment and all future payments by 50%. Sometimes we may postpone payment in order to make sure you get all your discounted tuition sessions before being billed again.
- (c) **Discount % Off Fixed Term Subscriptions:** Your first payment and all subsequent payments will be reduced by the percentage stated. For example, if you are purchasing a 21 weeks x 25 minute tuition at £9 per week, we will reduce the payments by 20%, costing you only £7.20 per week for the 21 weeks you subscribed for. All subsequent payments after the period subscribed (7, 14 or 21 weeks) will be charged at the standard price of £9 per week. Sometimes we may postpone payment in order to make sure you get all your discounted tuition sessions before being billed again.

If you have met our eligibility criteria and have received upon registration of your first child ("First Subscription") a valid code for a specified discount percent off **Sibling Discount** promotion, upon registering any additional siblings ("Subsequent Subscription(s)") to your account, and inputting valid card details, and entering a valid Promotional Code you will receive a given percent off sibling discount for each Subsequent Subscription(s), for the duration of their subscription, forever.

- (d) **Sibling discount Discount % off ONLY promotion:** This promotion is only valid to existing customers as long as the new subscriptions are under their existing account, using the same email address to log in and the same payment method. You may not pass this promotion to third parties, and it cannot be used by a customer from a different household to yourself. Your payments for any additional children ("Subsequent Subscription(s)") you subscribe under your account and using the same payment method, after the Promotional Code is used, will be reduced by the value of percentage off as per your subscription package forever. There is no limit to the number of Subsequent Subscriptions that can get a discount in this way but no individual subscription can have a discount greater than the percentage off offered as part of the promotion.

Refer a Friend Promotions:

If you have met our eligibility criteria and been contacted by us about any of our **Refer a Friend Promotions**, upon registering, inputting valid card details, and entering a valid Promotional Code (which may be automatically applied at checkout by subscribing during the active period of this promotion) you can claim your free tutoring session(s) as outlined below.

In our Refer a Friend promotion the existing customer (the 'Referrer') gets **2 free sessions** and the new customer (the 'Referral') also gets **2 free sessions**. The Referrer and each and every

Referral must be from different households for this promotion to be valid. The Referral must be a new customer.

- (a) **New Customers (the Referral):** If you have been referred to Matr by a friend upon registering and inputting valid card details, and entering a valid Promotional Code you will receive two free sessions. The “Free session(s) promotion” clause of this document applies. The section entitled ‘Existing Customer’ does not apply, unless you become a Referrer yourself and a third party uses your Referral Code.
- (b) **Existing Customer (the Referrer):** If you are the existing customer whose Referral Code has been entered in the Promotional Code of a valid new subscription by a third party (the Referral), then you are eligible to two free sessions. Your subsequent payment/s after the Promotional Code is used by the Referral will be reduced by the value of 2 sessions as per your subscription package E.g. if you pay weekly and have one session per week, you will not be charged for two weeks; if you pay monthly and have one session per week, we will reduce one payment by 50%. You can earn 2 free sessions for each valid Referral who uses your Referral Code and there is no limit to the number of free sessions you can earn in this way.

Combination Promotions:

If you have met our eligibility criteria and been contacted by us about any of our **Combination Promotions**, upon registering, inputting valid card details, and entering a valid Promotional Code you can claim the relevant promotional benefits listed below:

- (a) **Sibling Discount % off AND Free Trial Promotion:** This promotion is only valid to existing customers as long as the new subscriptions are under their existing account, using the same email address to log in and the same payment method. You may not pass this promotion to third parties, and it cannot be used by a customer from a different household to yourself. Your payments for any additional children (“Subsequent Subscription(s)”) you subscribe under your account and using the same payment method, after the Promotional Code is used, will be reduced by the value of percentage off as per your subscription package forever, as per the terms set out in the ‘Discount % off promotion’ section of this document. In addition, you will receive a number of free sessions, as per the terms set out in the ‘Free session(s) promotion’ section of this document. There is no limit to the number of Subsequent Subscription that can get a discount in this way but no individual subscription can have a discount greater than the percentage off offered as part of the promotion.