

# Terms and Conditions

(Updated April 2019)



1. The 11+ practice test papers have been solely authored by Ingenia Education. We are in no way affiliated with the Centre for Evaluation & Monitoring (CEM), who author the official 11+ test.
2. Whilst these papers are a suitable reflection of the 11+ test, they are not a complete replica and the real test may contain differences such as alternative sections or ways of answering questions. You accept the practice test is a guide and will not hold us accountable if such differences arise.
3. Ingenia Education cannot guarantee that the result your child achieves with these practice tests will reflect the result they achieve in the real 11+ test. We will not be held accountable if your child doesn't obtain the desired result in the 11+ or any exams or tests they may take, as well as their general academic performance.
4. Should you need to cancel your test booking, you can do so up to two weeks in advance with a full refund. Any cancellations made between two weeks and 48 hours prior to the test will incur a charge of £25. Cancellations made less than 48 hours before the start of the test will not be eligible for any refund.
  - 4.1 You can rearrange your test date up to 48 hours prior to your test without incurring any charge, but we cannot guarantee availability on other test dates.
  - 4.2 If you do not attend the test for any reason without giving us prior notice as detailed above, you will not be eligible for any refund.
5. Every effort is made to ensure our website is available and operating correctly. However, we take no responsibility or liability for the website being unavailable due to reasons beyond our control.
  - 5.1 If any issues arise in booking your test, you must contact us in writing to inform us of the problem and, if necessary, provide a receipt of payment before we can investigate.
6. We will aim to send your child's test results to you via email within one week of the attended test date. If any delays arise, we will notify you of their length as soon as possible. No refund or compensation will be offered for any delays.
  - 6.1. If you have not received your report within one week of the attended test date and we have not informed you of any delay, you must contact us as soon as possible. If we do not receive communication from you, we will assume this report has been received.
7. Any report or feedback you may be given will be a reflection of your child's performance in that particular test. It will not take into account any additional factors, such as their performance in previous tests or their academic performance at school.
8. We at Ingenia Education guarantee that any report we may provide on your child's performance will be unbiased and honest, and will not use it to coerce you into using our additional products and services.

9. Any personal data you provide us with will be kept strictly confidential and will not be shared with any other party for any purpose (unless it is requested by law enforcement or other legal means). Please refer to our Privacy Policy for more information.

9.1 Your payment information is handled by Wix.com's E-Commerce Service Provider, which in turn is regulated by its own Terms and Conditions. We never receive your payment information, and therefore can accept no responsibility for any issues that arise as a result of using our website. The E-Commerce Service Provider's information and Terms and Conditions can be made available to you upon request.

10. We reserve the right to change our prices and services as necessary. We cannot provide repeat customers different prices and services other than those currently made available to the public on our website or other official marketing sources.

11. Our practice tests have been checked for typing and formatting errors before being made available for the test date. In the unlikely event that an error is discovered, it will be dealt with in the way we deem to be the most efficient, but no refund will be offered.

