

Terms and Conditions, Cancellations and Refunds

Score Better Ltd

Last updated: 6 September 2026

1. About these Terms

These Terms apply to purchases of Score Better: Chemistry Accelerator, a three-week intensive revision programme provided by Score Better Ltd.

Score Better Ltd is registered in England and Wales under company number 17435951. Its registered office is:

167–169 Great Portland Street
Fifth Floor
London
England
W1W 5PF

In these Terms:

- “Score Better”, “we”, “us” and “our” mean Score Better Ltd;
- “customer” and “you” mean the person purchasing the programme;
- “student” means the person participating in the programme; and
- “programme” means Score Better: Chemistry Accelerator.

By purchasing the programme, you agree to these Terms.

2. The programme

Score Better: Chemistry Accelerator is a three-week intensive revision programme for students studying AQA Higher Chemistry under specifications 8462 or 8464.

The programme includes:

- an invigilated entry assessment;
- an individual entry report and analysis of marks lost;
- eight live online group sessions, normally lasting 90 minutes each;
- relevant workbooks and learning resources;
- recordings and materials for delivered sessions;
- routine academic and programme support from the assigned Score Better team;
- an invigilated exit assessment; and
- a before-and-after progress report.

The programme does not currently include a personalised post-programme study plan or a guaranteed academic result.

The precise dates, times and other booking details will be shown during booking or provided in the booking confirmation.

Score Better is an independent education provider and is not affiliated with or endorsed by AQA.

3. Eligibility and parental responsibility

The programme is intended for GCSE-level students studying the relevant specification and tier.

The person purchasing the programme must be at least 18 years old and must be the student's parent, guardian or another person authorised to purchase educational services for the student.

The customer is responsible for:

- providing accurate information about the student;
- ensuring the student is suitable for the programme;
- ensuring the student has appropriate equipment and internet access; and
- ensuring the student follows these Terms and reasonable programme instructions.

4. Booking and formation of the contract

Submitting an application, enquiry or payment does not by itself guarantee a place in a particular cohort.

The contract is formed when:

1. Score Better accepts the booking;
2. the required full payment or first instalment has been made; and
3. Score Better sends the booking confirmation.

If Score Better does not accept the booking, any payment made will be refunded in full.

5. Cohort allocation

Each cohort requires a minimum of six students and will normally contain no more than ten students.

After the contract is formed, Score Better will have up to 14 calendar days to confirm a suitable cohort. Confirmation may be provided sooner where a suitable cohort is already available.

A suitable cohort will cover the relevant specification and tier and have a timetable that is reasonably compatible with the information provided during booking.

The first live session will normally take place at least seven calendar days after cohort confirmation, unless an earlier start is agreed and the required early-start consent has been provided.

If Score Better cannot offer a suitable viable cohort within the 14-day allocation period, it may offer:

- a revised start date;
- placement in a compatible cohort;
- consolidation with another suitable cohort; or
- another reasonable alternative arrangement.

The customer may accept the alternative. If the customer does not accept it, Score Better will provide a full refund.

This is treated as Score Better being unable to fulfil the original booking rather than as a voluntary cancellation by the customer. The refund will therefore be made in full, without deductions, even if the entry assessment or entry report has already been provided and regardless of whether the statutory cancellation period has ended.

If a cohort originally meets the minimum size but later falls below six students, Score Better may continue with the cohort or propose a reasonable alternative under Section 20.

6. Price and VAT

The binding price is the tax-inclusive price shown at checkout and in the booking confirmation.

Score Better is not currently registered for VAT. If its VAT status changes, this will not retrospectively increase the confirmed price of an existing booking.

Any future pricing or VAT changes will apply only to purchases made after the relevant change is introduced.

7. Payment and instalments

The programme may be purchased through:

- a single payment; or
- an instalment option made available at checkout.

An instalment arrangement is a payment schedule for the total fixed programme price. It is not a monthly subscription or a pay-as-you-go arrangement.

The customer authorises Score Better and its payment provider to collect the instalments shown at checkout.

Cancelling participation after the statutory cancellation period does not automatically cancel outstanding instalments. This remains subject to Sections 9, 20 and 21 and the customer's statutory rights.

If a payment fails, Score Better may contact the customer and temporarily suspend access while the payment issue is resolved.

8. Statutory 14-day cancellation period

The customer normally has the right to cancel the contract without giving a reason for 14 days, beginning on the day after the contract is formed.

To cancel, the customer must send a clear statement to support@scorebetter.co.uk.

The customer may use the cancellation form at the end of these Terms but is not required to do so.

If no programme services have begun when the cancellation request is received, Score Better will provide a full refund.

Starting services during the cancellation period

Score Better may begin onboarding, assessment or programme services within the 14-day cancellation period only where the customer has expressly requested an early start.

An unticked consent box will therefore be presented during checkout or onboarding using wording substantially similar to:

I request that Score Better begins providing the programme, including onboarding and assessment services, during my 14-day cancellation period. I understand that if I cancel after delivery begins, Score Better may deduct a proportionate amount for services already provided.

If the customer does not provide this request, Score Better will not begin substantive assessment or programme services until the cancellation period has ended.

Starting the entry assessment or attending the first session does not automatically remove the statutory right to cancel the entire programme. If the customer cancels during the remaining cancellation period, Score Better may deduct only the reasonable proportion relating to what has already been supplied.

For transparency, the programme value is allocated as follows:

- entry assessment, marking and individual entry report: up to 20%;

- each of the eight live sessions and its associated resources, recording and routine support: 7.5% per session, totalling 60%; and
- exit assessment, marking and before-and-after report: up to 20%.

If only part of an assessment or report component has been completed, the deduction will be reduced fairly to reflect the part actually supplied.

A live session is treated as supplied if it has taken place and was made available to the student, including where the student did not attend but received access to the associated recording and materials.

Workbooks and recordings supplied in connection with a live session are included within that session's allocation and are not charged as separate items.

Score Better will not deduct more than the reasonable value of the services actually supplied.

Any refund due following statutory cancellation will normally be made within 14 days of Score Better receiving the cancellation notice, using the original payment method unless otherwise agreed.

9. Withdrawal after the statutory cancellation period

The customer may tell Score Better at any time that the student wishes to stop participating. However, after the statutory cancellation period has ended:

- there is no automatic right to a change-of-mind refund;
- withdrawal does not automatically cancel outstanding instalments; and
- missed or unused services do not automatically qualify for a refund.

Where the customer withdraws before the first live session, Score Better will consider:

- services already provided;
- costs already incurred;
- whether the reserved place can reasonably be filled;
- costs avoided because of the cancellation; and
- Score Better's resulting reasonable loss.

Score Better will not retain or demand more than the programme price or more than reasonably reflects the services supplied and losses arising from the cancellation.

Score Better may, at its discretion, offer a transfer, deferral or other support in exceptional circumstances. Any such arrangement must be confirmed in writing.

Nothing in this section affects the customer's statutory rights where the programme is not provided with reasonable care and skill, is materially misdescribed or is otherwise not provided as agreed.

10. Missed sessions

If a student misses a live session:

- the session will not normally be repeated;
- the student will receive the relevant recording and materials where available;
- the missed session does not create an automatic right to a refund; and
- the student remains responsible for catching up on missed work.

Score Better may offer additional assistance at its discretion but is not required to provide a replacement lesson or individual tuition.

11. Session recordings

Live programme sessions will be recorded.

Recordings may capture the student's voice, image, messages or contributions where the student participates during the session. Score Better will take reasonable steps to avoid capturing unnecessary personal information.

Recordings may be used for:

- providing missed-session access;
- revision and learning;
- quality assurance;
- staff development; and
- safeguarding or incident review where appropriate.

Recordings will normally remain available to the relevant students until 30 days after the final live programme session unless a different period is stated in the booking confirmation.

Customers and students must not download, copy, share, publish or redistribute recordings unless Score Better has given written permission.

Further information about recording and personal data will be provided in Score Better's Privacy Notice.

12. Participation expectations

Students are expected to:

- attend sessions punctually;
- participate appropriately;
- complete the assigned work;
- use the supplied workbooks and resources; and
- complete the entry and exit assessments.

Attendance or work-completion targets communicated during onboarding are educational expectations rather than conditions of a refund or academic guarantee unless Score Better expressly states otherwise in writing.

13. Assessment integrity

Entry and exit assessments must be completed:

- by the registered student;
- within the stated time;
- without help from another person;
- without unauthorised notes, websites, artificial-intelligence tools or other resources; and
- in accordance with reasonable instructions given by the invigilator.

Score Better may treat an assessment as invalid or require it to be repeated where there is reasonable evidence of outside assistance, misconduct, impersonation or a material technical interruption.

Assessment results and reports are intended to support learning. They are not formal qualifications, examination-board results or predictions of a particular GCSE grade.

14. No guaranteed academic result

Academic progress depends on factors outside Score Better's control, including attendance, effort, prior knowledge, completion of work and examination performance.

Score Better will provide the programme with reasonable care and skill but does not guarantee:

- a particular grade;
- a particular increase in marks;
- admission to another programme; or
- any other specific academic outcome.

Score Better does not currently offer a Progress Promise or results-based guarantee.

15. Student conduct and acceptable use

Students and customers must not:

- behave abusively, threateningly, discriminatorily or disruptively;
- harass tutors, staff or other students;
- share access links or materials with unauthorised people;
- impersonate another person;
- cheat or obtain unauthorised assistance during assessments;
- record sessions without permission;
- copy, upload, sell or redistribute Score Better materials; or
- use the programme or communication channels unlawfully.

Score Better may issue a warning, restrict participation or suspend access where reasonably necessary.

Serious or repeated misconduct may result in removal from the programme. Before removing a student, Score Better will consider the seriousness of the conduct, safeguarding responsibilities and whether a warning or less serious measure would be appropriate.

A student removed because of serious or repeated misconduct will not automatically be entitled to a refund. Any amount retained will reflect the services supplied and Score Better's reasonable loss and will remain subject to statutory consumer rights.

16. Communication and support

Programme communications may be sent through email or another approved communication channel identified during onboarding.

Customers are responsible for providing accurate contact details and checking programme communications.

Score Better will communicate with students in accordance with its Safeguarding Policy. Staff and students must not use personal social-media accounts, disappearing messages or unapproved private communication channels for programme communication.

Customer support, including onboarding, access, payment, cancellation and refund enquiries, is available through support@scorebetter.co.uk.

17. Safeguarding

Score Better is committed to safeguarding children and young people participating in its services.

Students, customers and staff must follow the Safeguarding Policy and reasonable safeguarding instructions.

Safeguarding concerns should be reported using the contact details provided in the Safeguarding Policy. If someone is in immediate danger, contact the emergency services by calling 999.

Score Better may restrict or end a person's access where reasonably necessary to protect a student or another person.

18. Intellectual property

All programme materials, workbooks, recordings, teaching resources, methods, branding and original content remain the property of Score Better or its licensors.

The customer and student receive a limited, personal, non-exclusive and non-transferable right to use the materials for the student's own education.

Materials must not be copied, published, sold, shared, uploaded or used to provide another service without Score Better's written permission.

19. Minor changes

Score Better may make reasonable minor changes that do not materially reduce the programme or significantly affect the student's ability to participate. Examples include:

- changing the tutor or support staff;
- making small timetable adjustments;
- changing the order of topics;
- updating resources; or
- using an equivalent online delivery tool.

Score Better will give reasonable notice where a change affects scheduled participation.

20. Material changes

A material change is one that could reasonably affect the customer's original purchasing decision or the student's ability to participate. This may include:

- changing the programme start date;
- changing the regular day or time;
- moving sessions to materially different dates;
- removing or materially shortening sessions;
- changing live teaching to recordings-only delivery;
- increasing the cohort beyond the stated maximum; or
- substantially reducing the advertised assessments, support or deliverables.

If Score Better needs to make a material change, it will notify the affected customers and offer, as appropriate:

- acceptance of the revised arrangement;
- transfer to a suitable available cohort;
- another reasonable alternative; or
- a full or proportionate refund.

A refund will normally be full where no substantive programme services have been supplied and proportionate where part of the programme has already been properly delivered.

21. Cancellation or disruption by Score Better

Score Better may reschedule a session because of tutor illness, technical failure, safeguarding concerns or another circumstance outside its reasonable control.

Where reasonably possible, Score Better will provide:

- a replacement live session;
- an appropriate alternative session; or
- another reasonable method of delivering the affected teaching.

If Score Better cancels the programme before it begins and cannot offer a suitable alternative, the customer will receive a full refund.

If Score Better permanently ends the programme after delivery has begun and cannot provide a suitable alternative, the customer will receive a proportionate refund for the part not supplied.

Score Better will not be responsible for a student's inability to participate because of the student's equipment, internet connection or personal circumstances, but will provide available recordings and materials where appropriate.

22. Liability and statutory rights

Nothing in these Terms excludes or restricts liability where doing so would be unlawful, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- breach of statutory consumer rights.

Score Better is responsible for losses that are a reasonably foreseeable result of its breach of these Terms or failure to use reasonable care and skill.

23. Privacy and cookies

Score Better will handle personal information in accordance with its Privacy Notice.

Information about website cookies and similar technologies will be provided in the Cookie Notice where applicable.

24. Complaints

Questions, cancellation requests, refund requests and complaints should be sent to support@scorebetter.co.uk.

Score Better will normally acknowledge a complaint within five working days and aims to provide a substantive response within 20 working days. More complex matters may take longer, in which case Score Better will provide an update.

25. Changes to these Terms

Score Better may update these Terms for future purchases, for example where its services, delivery arrangements or legal obligations change.

Changes will not retrospectively alter an existing customer's contract unless the change is required by law or is expressly agreed with the customer.

The version accepted at checkout will apply to the relevant booking.

26. Governing law and courts

These Terms and the contract are governed by the laws of England and Wales.

Customers living elsewhere in the United Kingdom retain any mandatory legal protections and rights to bring proceedings in the courts available to them under applicable law.

27. Contact details

Score Better Ltd

Company number: 17435951

Registered office:

167–169 Great Portland Street

Fifth Floor

London

England

W1W 5PF

Customer support: support@scorebetter.co.uk

Model cancellation form

Complete and return this form only if you wish to cancel the contract. You may instead send any other clear cancellation statement.

To: Score Better Ltd

Email: support@scorebetter.co.uk

I give notice that I cancel my contract for Score Better: Chemistry Accelerator.

Customer name: _____

Student name: _____

Customer address: _____

Email address used for booking: _____

Booking date: _____

Signature (only if sent on paper): _____

Date: _____