

Key Terms.

1. VARIATION

- 1.1 The Client or Squirrel may re-schedule the agreed date for delivery of a Day, except that the re-scheduling of a Day by a Client with less than 7 days' notice may not be possible in which case the originally agreed date will use up a Day from the Offering.

2. SERVICE DAYS

- 2.1 Where the Offering includes Days, one Day is used up regardless of whether services are provided for the whole school or working day of the Client, or only part of it.

3. PAYMENT

- 3.1 The Client shall pay the Charges within 30 days of receipt of the invoice in respect of the Charges.

4. REFUNDS

- 4.1 Where the Client cancels the Contract, sub-clauses 11.2.1 or 11.2.2 apply to the Client or sub-clause 11.2.5 applies, the Client is entitled, on request, to a refund of the Charges, as follows:

Refund	Timing of Request Since Charges Paid
100%	Less than 14 days
85%	Between 14 days and 3 months
25%	3 to 6 months
0%	More than 6 months, or beyond the end of the relevant School Year, whichever is earlier ('Longstop Date')