**SSC Hub – Terms and Conditions**
*Last updated: 14/05/2025*

**1. Introduction**

By accessing or placing an order with **SSC Hub**, you agree to these Terms and Conditions. If you disagree, please refrain from using our website or services. We reserve the right to update these Terms at any time. However, the version in place at the time of your booking will apply to that transaction.

A binding contract exists only once SSC Hub confirms acceptance of your order. We reserve the right to decline any order and will notify you within 24 hours if this occurs.

**2. Services Offered**

SSC Hub offers **English as a Second Language (ESL) coaching**, both online and in-person. Sessions may be tailored to individual learners, small groups. All lessons are scheduled in advance and subject to availability.

**3. Pricing and Payment**

* All prices are listed in GBP and may change without prior notice.
* The price applicable to your booking is the one displayed at the time of your order.
* If a price is reduced within seven days of your purchase, the difference will be refunded upon request.
* Instalment payments may be available. Terms, including deposit and schedule, will be provided at checkout or during consultation.
* Full payment must be made before services are delivered.

**4. Ownership and Intellectual Property**

All website content, teaching materials, lesson recordings (if applicable), branding, text, graphics, and logos are the **intellectual property of SSC Hub** and are protected under UK copyright and trademark law.

You **may not copy, share, modify, distribute, or reproduce** any part of our materials or content without our written consent. Breaches may result in legal action.

**5. Personal Data & GDPR Compliance**

We collect personal data (e.g. name, contact information, education/employment details) only to:

* Schedule and deliver lessons
* Provide relevant resources or follow-up
* Fulfil administrative or legal obligations

We comply fully with the **Data Protection Act 2018** and the **General Data Protection Regulation (GDPR)**. Your data will not be shared with third parties unless legally required or with your explicit consent.

You have the right to:

* Access your data
* Request corrections
* Request the deletion of your data

For data queries, email: **startsmartcareers@outlook.com**

**6. Booking, Order Completion & Delivery**

* Lessons require upfront booking and payment.
* Required information (e.g. Career Reinvention Form) must be submitted before lessons can begin.
* Online resources or coaching materials are delivered via email in Word or PDF format.
* In-person session details will be confirmed via email or phone.
* Please check spam/junk folders if you have not received expected communications.

**7. Rescheduling, Adjustments & Revisions**

* You may reschedule a lesson with at least **24 hours' notice**. Late cancellations or no-shows may not be refunded.
* Requests for changes to previously completed services (e.g., written materials or reports) are accepted within **12 months** and typically processed within **7 working days**.
* For minor corrections, we recommend submitting your edits, and we’ll review and finalise them.

**8. Turnaround Time**

Turnaround times for delivery of documents or resources begin once all required information is received. Times may vary during peak periods. Express delivery is available at an additional cost.

SSC Hub is not liable for delays within reasonable turnaround expectations. Refunds are not issued for delays unless otherwise agreed.

**9. Refund Policy**

Due to the **personalised nature of our services**, refunds are not issued once a session or bespoke document has been delivered.

We do offer:

* Unlimited revisions within 12 months of the original order of documents
* Refunds for orders cancelled **before** any work begins or in cases of incorrect service selection (see below)

**9.1. Refund Policy Summary for Coaching Sessions**

**Cooling-Off Period**

* If you cancel within **48 hours of your first session**, you’re eligible for a **50–100% refund**, depending on what’s been delivered.

**Refund Eligibility by Program Length:**

| **Program Length** | **Refund Terms After Start** | **Notes** |
| --- | --- | --- |
| **4 weeks** | Partial refund (up to 50%) if cancelled in week 1 | No refund after week 1 |
| **8 weeks** | Pro-rated refund within first 2 weeks | No refund after week 2 |
| **12 weeks** | Pro-rated refund within first 3 weeks | No refund after week 3 |

**Pro-Rated Refunds Include:**

* Admin fee (e.g., £25)
* Cost of any digital/downloadable materials provided

**No Refunds After Deadline**

* No refunds will be issued after the eligibility window closes, regardless of attendance or participation.

**Exceptional Circumstances**

* In case of medical or serious personal issues, a **credit or reschedule** may be offered at my discretion.

**10. Incorrect Orders**

If you accidentally purchase the wrong service, please notify us immediately. We will either:

* Adjust the service and price accordingly
* Issue a full refund if you choose not to proceed

**11. Physical Materials & Damaged Items**

If you receive damaged physical items (e.g., printed resources), return them using the address on our contact page. Replacements will be dispatched within **48 hours** of receiving the return.

**12. Complaints**

We take complaints seriously. Please contact us at **startsmartcareers@outlook.com** or call **07853 894868** with the details. We aim to respond within **3 working days**.

**13. Limitation of Liability**

SSC Hub is not liable for any direct or indirect losses (including income or business opportunities) resulting from the use of our services or delays. All services are delivered in good faith by qualified professionals.

**14. Governing Law**

These Terms are governed by **UK law**. Any disputes will be handled exclusively by the **courts of the United Kingdom**.

**15. Contact**

If you have any questions or concerns about these Terms, please contact us:

📧 Email: **startsmartcareers@outlook.com**
📞 Phone: **07853 894868**

Web: www.**sschub.online**

**16. Career Coaching Disclaimer**

At **SSC Hub**, we provide personalised career coaching to support clients in improving their employability and professional development. However, it is important to note:

* **SSC Hub does not guarantee job offers, interviews, employment, or specific career outcomes** as a result of our services.
* Employment success depends on various external factors, including market demand, your experience and qualifications, visa or residency status, employer preferences, and your own ongoing efforts.
* We provide support with CVs, cover letters, interview preparation, and communication techniques, but **we cannot influence the hiring decisions of employers or recruitment agencies**.
* Our services are designed to empower you with the tools, strategies, and confidence needed to navigate the job market more effectively, not to function as an employment agency.

By using our services, you acknowledge that **career results are not guaranteed**, and SSC Hub is not liable for job offers not being received or employment outcomes.