

Fees & Payment Policy

What fees are charged, when they are due and how to pay.

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The accepted written quote or fee schedule sets the price. Undisclosed fees are not payable. Cancellation penalties, if any, must be lawful, reasonable and evidenced, not automatic forfeitures.

Applies to: Every payer, parent/guardian, adult learner and administrator entering into or administering a tuition agreement.

Document reference BE-FEES-005 · Reviewed annually and whenever the law or our practice materially changes.

Contract and fee documents

This policy applies to tuition and related services sold by Bateleur Education (Pty) Ltd. The signed enrolment agreement and accepted, dated fee schedule identify the selected package, currency, billing frequency, commencement, due date, included services, payment route, any lawful deposit, and separately priced optional items. Charges not adequately disclosed before acceptance may not be unilaterally imposed.

Bateleur may offer live tuition, recorded tuition and AI-assisted products on different terms. Published promotional prices are not binding after their clearly displayed validity period; an agreed fee may not be changed retrospectively without a lawful contractual basis. Any advertised monthly tuition figure is subject to the current accepted quote, not an outdated website post.

What tuition covers

- Unless the signed offer states otherwise, tuition covers only the lessons, teaching support, recording access, marked work or reporting expressly associated with the selected programme.
- External examination registration, examination-centre charges and resit fees are never part of tuition and are not collected by Bateleur. Third-party textbooks, connectivity, hardware, practical assessments and travel are also excluded unless specifically itemised as included.
- A once-off registration fee is charged per learner, on the first invoice. Its amount is shown on the Fees & payments page in the parent portal and on the invoice. No other registration or administration fee is charged unless expressly introduced prospectively in a clearly accepted offer and lawful fee schedule. An existing payer cannot be charged a new fee without proper agreement.

Billing, due dates and payment allocation

Invoices state the payer, learner or account reference, service period, due date, line items, taxes where applicable, payments/credits, balance and the official payment method. Electronic receipts and account statements are supplied on request. Payments are allocated first in accordance with the lawful terms of the agreement and any mandatory statutory rules.

Families should use only payment details verified through Bateleur's official correspondence channels. Changes to banking details must be confirmed independently. Card or payment-provider handling is subject to the provider's lawful conditions. Do not send card PINs or OTPs to Bateleur staff.

Late payment and dispute resolution

A missed due date triggers a courteous written reminder and an opportunity to query the account. Where lawful, Bateleur may agree to a written payment arrangement. Bateleur must investigate genuinely disputed items and avoid presenting an unverified sum as finally owing. No interest, fee or collection charge is imposed unless validly agreed, properly disclosed and legally permissible.

Before restricting ongoing access for non-payment, Bateleur gives proportionate notice, considers a credible payment dispute and the learner's welfare, and states how essential education records can be obtained. It must not unlawfully withhold records required by law or punish a child for a parent's dispute. Lawful collection may be pursued for a proven debt, without harassment or unlawful disclosure of financial circumstances.

Cancellation initiated by a family

Cancellation must be communicated in writing or another legally acceptable recordable method to support@bateleureducation.co.za, identifying the account, learner and requested effective date. Bateleur acknowledges receipt and provides an itemised closing calculation.

Where section 14 of the Consumer Protection Act 68 of 2008 applies to a fixed-term consumer agreement, the consumer may cancel by giving 20 business days' notice in writing or another recorded manner, subject only to an objectively reasonable cancellation penalty permitted by law. This policy does not impose a mandatory one-month notice in circumstances where statute provides a different right. Applicable direct-marketing and electronic-transaction cooling-off rights are honoured where law provides them.

A reasonable cancellation charge, if legally available, is assessed case by case against relevant circumstances, services supplied, costs already incurred, savings, ability to mitigate and the applicable regulations. It is not automatically the full remaining contract value, a blanket non-refundable deposit or a penalty designed to deter lawful cancellation.

Refunds, credits and failed delivery

Refunds are calculated from amounts paid, services already delivered, non-refundable third-party expenses lawfully and clearly disclosed, and any legally valid adjustment. Prepaid fees for future services not supplied are refunded or credited as required by law. A refund is processed by a secure agreed method, normally to the original payer, after reasonable verification.

If Bateleur cancels a programme, materially fails to deliver an agreed service, or is unable to provide an agreed alternative, it will propose a proportionate refund, credit or equivalent remedy in accordance with applicable consumer and contract law. Learner absence, platform outages and programme changes are assessed on their individual facts and terms, not under a blanket "no refunds" rule.

Exam-centre fees and third parties

External examination fees are paid by the family directly to the examination centre or provider, under that centre's terms. Bateleur does not collect, hold or pay external examination fees, and does not register learners for external examinations. Bateleur does not guarantee external entry or results.

Early termination by Bateleur

Bateleur may terminate a contract for a material and unremedied breach only where lawful, using required notice and a fair opportunity to remedy where appropriate. Immediate protective action may be necessary for a genuine safeguarding emergency but must not extinguish statutory refund or review rights. Fees for unprovided services will be reconciled fairly.

Queries, escalation and statutory rights

Send statements, credits, discrepancies and cancellation requests to support@bateleureducation.co.za. A dispute can be escalated through the Complaints Procedure and, where applicable, competent consumer or judicial forums. Nothing in this policy excludes the Consumer Protection Act, Electronic Communications and Transactions Act, National Credit Act where relevant, or other non-waivable rights.

Legal and operational references

- [Consumer Protection Act 68 of 2008, particularly ss 14, 17, 48-51](#)
- [Department of Trade, Industry and Competition: Consumer Protection Act guidance](#)
- [Electronic Communications and Transactions Act 25 of 2002](#)