

Terms & Conditions

London's Exceptional Warriors Ltd.

Company Registration Number: 12253423

Effective September 2026

1. Service Provision

London's Exceptional Warriors Ltd. provides a structured termly programme for children, teenagers, and adults (including those with additional needs) who wish to improve their physical and emotional well-being. All sessions are delivered by qualified instructors following an individualised and structured programme.

The programme is delivered across three distinct phases each half term. The Mastery Block comprises in-person sessions delivered by the specialist. Independence Week is a video-guided independent session completed at home by the child during the final week before each half term holiday. Mindset/Resilience Week is a video-guided independent session completed at home by the child during the first week back after each half term holiday.

The autumn term (September) operates differently from all other half terms. As no preceding holiday break exists at the start of the academic year, the autumn term begins directly with the Mastery Block and concludes with Independence Week. Mindset/Resilience Week is not included in the autumn term. From October half term onwards, all half terms follow the full three phase structure: Mindset/Resilience Week, Mastery Block, Independence Week.

The exact dates and content of each phase are confirmed in the Annual Programme Overview issued separately to each family before the start of the academic year. All online sessions are designed to be completed at home by the child independently.

2. Parental/Guardian Responsibility

Parents and/or guardians are responsible for the care and supervision of any children they accompany to the venue. Instructors are responsible for their students only during the scheduled in-person session.

When a student attends a session unaccompanied by a parent or guardian, the student remains the full and sole responsibility of the parent or guardian at all times before and after the session.

During Independence Week and Mindset/Resilience Week, sessions take place at home. Parents and/or guardians are responsible for ensuring the child has access to the video programme and an appropriate space to complete the session. Active supervision is not required — the programme is designed for independent completion. London's Exceptional Warriors Ltd. accepts no responsibility for any incidents occurring in the home during these sessions.

London's Exceptional Warriors Ltd. maintains a comprehensive Public Liability Insurance Policy.

3. Booking and Payment

A binding contract, comprising these Terms & Conditions, is formed upon confirmation of a booking. You will receive a confirmation message detailing your allocated session times and term dates. Any discrepancies must be reported immediately.

Annual Programme Overview

Before the start of each academic year, every family will receive a personalised Annual Programme Overview. This is a separate document that sets out the following for every half term across the full academic year: the phase structure (Mastery Block, Independence Week, Mindset/Resilience Week), the specific week commencing dates for each phase, the number of in-person Mastery Block sessions, and the exact package cost for that half term.

The Annual Programme Overview is the definitive pricing reference for the academic year. Any queries regarding dates or costs must be raised within seven days of receiving the overview. By making payment for the first half term, clients confirm acceptance of the Annual Programme Overview in full.

Half-Termly Programme Pricing

From September 2026, all programmes are structured and invoiced on a half-termly basis. The programme is offered across two client tiers (please see below) based on in-person session length. Each half term is priced exactly on its content — confirmed in the Annual Programme Overview before September. All online sessions are included within the half-termly package and are never priced or invoiced separately.

Autumn Term — September (Mastery Block and Independence Week only)

The autumn term does not include Mindset/Resilience Week. The package for the autumn term covers the Mastery Block in-person sessions and Independence Week only. The exact cost is confirmed in the Annual Programme Overview.

All Subsequent Half Terms (Mindset/Resilience Week, Mastery Block, and Independence Week)

From October half term onwards, every half term includes all three phases. The exact cost varies by half term length and school calendar and is confirmed in the Annual Programme Overview.

Client Tiers

- Tier 1 — 60 minute in-person sessions: termly rate confirmed in Annual Programme Overview
- Tier 2 — 30 minute in-person sessions: half the Tier 1 rate, confirmed in Annual Programme Overview

Pricing for each half term is confirmed in the Annual Programme Overview, a separate document issued to every family before the start of each academic year. This document sets out the exact content and cost of every half term across the full year. No invoice will be issued without the Annual Programme Overview having first been provided.

Payment Terms

Payment for each half term is due in advance of the first Mastery Block session of that half term. An invoice will be issued at the end of the preceding half term, or at the point of enrolment for new clients, confirming the exact amount set out in the Annual Programme Overview. Payment must be received before the programme commences. Payments may be made by bank transfer.

No sessions will be delivered until full half-termly payment has been received. By making payment, clients confirm acceptance of these Terms & Conditions and the Annual Programme Overview.

4. Cancellation and Refund Policy

No Cancellation Once a Half Term Has Commenced

Each half-termly package is sold as a complete programme. Once payment has been received and the first session of the half term has been delivered, the full half-termly fee is non-refundable. This applies to missed in-person sessions, Independence Week, and Mindset/Resilience Week regardless of the reason for absence or the amount of notice given.

This policy exists because your child's place is reserved exclusively for them from the first day of the half term. That reservation prevents London's Exceptional Warriors Ltd. from offering the slot to other families on the waiting list.

Cancellation of Future Half Terms — Written Notice Required

If a family wishes to cancel their place for a future half term, written notice must be received by London's Exceptional Warriors Ltd. no later than seven days before the date of the final scheduled in-person Mastery Block session of the current half term as confirmed in the Annual Programme Overview. The cancellation deadline for each half term is therefore a fixed and known date, confirmed in writing before the academic year begins.

Notice received after this deadline will result in the following half term's invoice being raised and remaining payable in full, as the place will have been held and alternative families on the waiting list will not have been contacted.

Cancellation notice must be submitted in writing by email to kevinwill@londonsexceptionalwarriors.com. Verbal notice is not accepted. Cancellation is only confirmed upon written acknowledgement from London's Exceptional Warriors Ltd. Clients are advised to retain a copy of all correspondence.

Missed In-Person Sessions

If your child is unable to attend a Mastery Block in-person session, the session is forfeited. No refund, credit, or rescheduled session will be provided. This applies regardless of the reason for absence and regardless of the notice given.

Independence Week and Mindset/Resilience Week

As these sessions are delivered via video and accessible at any time during the designated week, there is no concept of a missed session. If your child is unwell during the designated week, they may complete the session at any point within that week when they are well enough to do so. No refund or credit is available if the video session is not completed.

Instructor Absence

In the event that the instructor is unable to deliver a scheduled in-person session, the session will be rescheduled to the next available suitable date within the same half term at no additional cost. Where rescheduling within the same half term is not possible, a credit will be applied to the following half term. London's Exceptional Warriors Ltd. will notify clients of any such arrangement in writing.

Exceptional Circumstances

In cases of serious and prolonged illness resulting in a child being unable to participate for four or more consecutive weeks within a single half term, supported by written medical documentation, London's Exceptional Warriors Ltd. may, at its sole discretion, apply a partial credit toward the following half term. This is not a contractual entitlement, does not constitute a refund, and will be considered on a case-by-case basis. Any such arrangement will be confirmed in writing. This clause does not affect your statutory rights.

Withdrawal from the Programme

If a family wishes to permanently withdraw from the programme, the same seven-day written notice requirement applies as set out above. No refund will be issued for the current half term. Failure to provide notice within the required timeframe will result in the following half term's invoice being raised and remaining payable in full. London's Exceptional Warriors Ltd. will confirm receipt of withdrawal notice in writing.

5. Programme Structure and Delivery

The Mastery Block

Three to five weeks of in-person sessions delivered at the agreed venue and time, depending on the length of the half term. The exact number of Mastery Block sessions per half term is confirmed in the Annual Programme Overview issued separately to each family before the start of the academic year.

Independence Week

Delivered during the final week of each half term as confirmed in the Annual Programme Overview. Your child completes a fully structured session at home, guided by a purpose-built video programme using the exact same methodology as every in-person session — movement, mindset, and progress tracking. The child completes the session independently. No specialist is present and no adult supervision is required.

Mindset/Resilience Week

Delivered during the first week of each new half term as confirmed in the Annual Programme Overview, with the exception of the autumn term which begins directly with the Mastery Block. Your child completes a fully structured session at home via video before the next Mastery Block begins. This session reconnects the child with their foundations after the holiday break and prepares them for the next phase of their programme.

Children Seen During School Hours

For children whose Mastery Block sessions take place during the school day, Independence Week and Mindset/Resilience Week are completed at home, not at school. Parents are responsible for ensuring the child has access to the video programme during the designated week. The school will be informed that these weeks operate differently.

6. Waiting List and Place Allocation

London's Exceptional Warriors Ltd. operates a significant waiting list of families seeking access to the programme. Places are limited and allocated on a half-termly basis. Payment of the half-termly package fee secures your child's place for that half term only.

London's Exceptional Warriors Ltd. reserves the right to reallocate a place if a client consistently fails to engage with the programme across multiple half terms, or fails to make payment within the required timeframe. Clients will be notified of any such decision in writing with a minimum of seven days notice.

7. Data Protection

London's Exceptional Warriors Ltd. collects and processes personal data — including the names, contact details, and relevant background information of clients and their children — solely for the purpose of delivering the programme and managing the client relationship.

All personal data is held securely and is not shared with any third party without the explicit consent of the client, except where required by law. Data is retained for a maximum of three years following the end of the client relationship, after which it is securely deleted.

Clients have the right to request access to, correction of, or deletion of their personal data at any time by contacting kevinwill@londonsexceptionalwarriors.com. London's Exceptional Warriors Ltd. complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

8. Contact

All correspondence regarding bookings, payments, and programme queries must be directed to:

- Email: kevinwill@londonsexceptionalwarriors.com
- Phone: 07562 930374

Official business hours: Monday to Friday, 08:00–20:00. Communications received outside these hours will be responded to on the next business day.

9. Acceptance of Terms

By signing below, the client confirms that they have read, understood, and agreed to these Terms and Conditions in full, including the Cancellation and Refund Policy set out in Section 4. The client also confirms that they have received and accepted the Annual Programme Overview issued separately, and that they understand the half-termly payment structure and cancellation deadlines applicable to their child's programme.

These Terms and Conditions constitute the entire agreement between the client and London's Exceptional Warriors Ltd. in relation to the programme. No verbal representations or prior arrangements supersede this agreement unless confirmed in writing by London's Exceptional Warriors Ltd.

This agreement does not affect your statutory rights under the Consumer Rights Act 2015 or any other applicable UK legislation.

Client Signature and Acceptance

Child's Full Name:	
Date of Birth:	
Parent / Guardian Name:	
Signature:	
Date:	
Session Type:	☐ 60 minutes ☐ 30 minutes
Annual Programme Overview Received:	☐ Yes — I confirm I have received and accepted the Annual Programme Overview
Terms & Conditions Accepted:	☐ Yes — I confirm I have read and accepted these Terms and Conditions in full

Please retain a copy of this document for your records. London's Exceptional Warriors Ltd. recommends that all correspondence is kept securely.