

API Horizons – Family Consultancy Terms & Conditions

Effective Date: 10 August 2026

Next Review: August 2027

These Terms & Conditions apply to family consultancy services provided by API Horizons ("API Horizons"). By engaging API Horizons to provide consultancy services, the client agrees to these terms.

1. Services

API Horizons provides personalised educational consultancy and support to families.

Services may include:

- advice on educational choices and pathways;
- guidance relating to schools, universities and educational opportunities;
- language-learning advice and planning;
- support relating to international education and educational experiences;
- consultation regarding a child's or young person's individual educational needs, goals and circumstances; and
- other educational consultancy services agreed with the client.

The precise nature and scope of the services will be agreed with the client before work begins. For larger or more complex pieces of work, this may be set out in a separate written proposal or agreement.

2. Initial Consultation

A complimentary consultation may be offered before consultancy work begins to discuss:

- the family's objectives;
- the student's educational circumstances and needs;
- the type and scope of support required;
- timescales; and
- the suitability of API Horizons' services.

No obligation exists to continue following the initial consultation.

3. Scope of Work

API Horizons will provide the services agreed with the client with reasonable care and skill.

Where a specific project, package of support or set of deliverables has been agreed, API Horizons will work within that agreed scope.

If the client subsequently requests substantial additional work beyond the original scope, any additional services, timescales and fees will be agreed before that work is undertaken.

4. Fees and Payment

Fees will be confirmed before consultancy work begins and may be charged:

- by consultation;
- by the hour;
- as an agreed package or project fee; or
- on another basis agreed with the client.

Invoices will normally be issued monthly or following completion of an agreed piece of work, unless otherwise agreed.

Payment is due within **7 days** of the invoice date by bank transfer unless an alternative payment method has been agreed.

Late payments may result in further consultancy work being paused until the account has been settled.

5. Appointments and Consultations

Consultations may take place online, by telephone or in person, as agreed.

Appointments will begin and end at the agreed time.

If a client arrives late, the consultation will normally finish at the scheduled time. If API Horizons is delayed, the full consultation time will be provided or alternative arrangements made by mutual agreement.

6. Cancellation of Appointments

By the Client

Appointments cancelled with at least **24 hours' notice** may be rearranged where possible.

Appointments cancelled with less than **24 hours' notice** will normally be charged in full.

Where API Horizons has undertaken specific preparatory work in advance of an appointment, the client may still be charged for that work even where the appointment itself is cancelled.

By API Horizons

Should API Horizons need to cancel an appointment, as much notice as possible will be given and the appointment will either:

- be rearranged; or
- not be charged.

7. Client Responsibilities

In order for API Horizons to provide appropriate advice, clients are responsible for providing relevant, accurate and reasonably complete information about their circumstances and objectives.

Clients should inform API Horizons of any significant change in circumstances that may affect the advice being provided.

Where recommendations depend upon information supplied by schools, universities, examination boards, admissions bodies or other third parties, clients should be aware that requirements and circumstances may change.

8. Recommendations and Educational Outcomes

API Horizons will provide advice and recommendations based on the information available at the time and on professional judgement and experience.

Educational decisions ultimately remain the responsibility of the client.

While every effort will be made to provide appropriate and well-informed guidance, API Horizons cannot guarantee particular outcomes, including:

- admission to a particular school, university or course;
- examination or assessment results;
- scholarships, bursaries or other awards;
- acceptance onto educational programmes or experiences; or
- particular academic or personal outcomes arising from following a recommendation.

9. Third-Party Information and Services

As part of its consultancy work, API Horizons may recommend or provide information about schools, universities, tutors, educational programmes, organisations or other third-party services.

Any such recommendation is made in good faith on the basis of information available at the time.

Unless explicitly agreed otherwise, API Horizons does not act as an agent for these third parties and is not responsible for their acts, omissions, availability, fees, terms or the quality of services they provide.

Clients are responsible for reviewing the terms and suitability of any third-party service before entering into an agreement with that provider.

10. Resources and Intellectual Property

Materials, frameworks, documents and resources produced by API Horizons remain the intellectual property of API Horizons unless otherwise agreed in writing.

Resources supplied to a family as part of consultancy work may be used by that family for their own personal and educational purposes.

They may not be commercially reproduced, published, distributed or shared more widely without permission from API Horizons.

11. Confidentiality

Information provided by clients will be treated confidentially and handled in accordance with applicable UK data protection legislation.

Information will only be shared with third parties where:

- the client has agreed to this;
- sharing is reasonably necessary to provide an agreed service;
- disclosure is legally required; or
- safeguarding concerns make disclosure necessary.

Where appropriate, consent will be sought before information relating to a child or young person is shared with a school or other educational organisation.

12. Safeguarding

API Horizons is committed to safeguarding and promoting the welfare of children and young people.

Where consultancy work involves children or young people, API Horizons will follow its safeguarding procedures and act appropriately if concerns arise.

Safeguarding obligations take precedence over normal expectations of confidentiality where disclosure is necessary to protect a child or young person.

13. Academic Integrity

API Horizons supports learning, independent thinking and appropriate educational decision-making.

Consultancy services will not include completing assessed work on behalf of a student, facilitating academic dishonesty or providing inappropriate assistance with examinations or controlled assessments.

14. Availability and Timescales

API Horizons will aim to complete agreed work within any timescales discussed with the client.

Where work depends on information, decisions or responses from the client or a third party, timescales may need to be adjusted accordingly.

API Horizons will communicate any significant expected delay as soon as reasonably practicable.

15. Termination

Either party may end an ongoing consultancy arrangement by providing reasonable notice.

The client remains responsible for payment for:

- services already provided;
- work already undertaken;
- agreed expenses already incurred; and
- any other sums properly due under an agreed project or package.

Any provisions relating to confidentiality, intellectual property, liability or outstanding payments will continue to apply after the consultancy relationship ends.

16. Liability

API Horizons will provide consultancy services with reasonable care and skill.

API Horizons will not be responsible for losses arising from decisions made by the client contrary to, or independently of, the advice provided, or from inaccurate or incomplete information supplied by the client or third parties.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

17. Changes to these Terms

API Horizons may update these Terms & Conditions from time to time.

The terms applying to a particular piece of consultancy work will normally be those provided to the client when the work is agreed, unless changes are subsequently agreed between the parties.

18. Governing Law

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

API Horizons

Aspirational • Purposeful • International

Personalised tutoring, family consultancy and international educational support.