

TERMS & CONDITIONS

Steps To Success Ltd

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- Steps to success is permitted to revise these Terms at any time as it sees fit, and by using this Website you are expected to review these Terms on a regular basis.
- Steps to success can assign, transfer, and subcontract its rights and/or obligations under these Terms without any notification. However, you are not allowed to assign, transfer, or subcontract any of your rights and/or obligations under these Terms.

Cancellations, refunds & returns policies

- For e-books sent electronically via a link or an attached document through an email interface, unfortunately, returns and refunds are not accepted.
- A personal statement review under our course package allows a maximum of 2 reviews. Promotions where one-off personal statement reviews are offered are subject to availability and only to one review within the requested time frame. For further reviews, additional payment

and purchase of our 'Personal Statement Review '(bolt on) service would be required.

- For physical in-person courses, including, but not limited to, Steps to success Interview Course, Steps to success UCAT/SJT masterclass (at a time when government legislation will allow), steps to success application overview course, we do not offer a refund for purchases and cannot accept cancellations outside of 24 hours of purchase.
- For tutoring and mentoring services i.e. those under the Step to success interview practice/ steps to success UCAT/SJT personal tutoring service we require 72 hours' notice to cancel or modify a tutoring session. Any modifications or cancellations to a session within 72 hours of it taking place is subject to a fee or cancellation without refund by Step to success.
- If you miss your slot for the assigned session/s, it is up to our discretion whether we offer a rebooking with no extra charges, therefore extra charges may occur if sessions are to be rescheduled following a missed session (non-attendance)
- If full package is paid for and applicant doesn't make it to interview stage, we can refund the interview portion of the package so payment will be for services rendered.
- Conversely, should an applicant not reach the interview stage in the first cycle of application, but re-apply for our course and reach the interview stage in the second cycle then we can make appropriate deductions of the course fee/ the applicant can book additional 'bolt on sessions'.
- Once additional packages (bolt on sessions) have been bought, refund is at discretion of the company

All services must be paid in full prior to delivery.

Course delivery:

- Our service is a high-quality service and we focus on doing everything we can, including but not limited to aiding and coaching in order to help you get your place in dental school
- However, delegates need to bear in mind that applying to our course/ sitting the course is not guarantee of a place in a Dental School.
- Despite this, our aim is to provide a unique insight and application preparation delivered by a team of Dentists and Dental students who have not only gone through the process but excelled at it, which those who have not sat the course will not be privy to. We hope that this knowledge will give delegates a competitive edge at the application process.
- Whilst members of our team have had experience in the interview process for Dental School, we are no longer actively involved in admissions and therefore we cannot influence the interview process
- Work experience and volunteering: we can only advice and not guarantee a place in either
- UCAT and SJT packages: we offer comprehensive coaching, familiarisation with the process and verbal advice based on the experience of our team, however we cannot guarantee a score will be achieved by delegates. We stress that whilst we may provide a holistic coaching approach, Scores for UCAT and/or SJT will depend on the academic ability of the delegate.

Concerns or complaints

Although we do endeavour to provide the best service possible to our clients and partners, if you would like to raise any concerns or make a formal complaint, please feel free to email us via our Contact Us page, where we aim to respond to your email within 48 to 72 hours.