

DENT PATHWAY TERMS AND CONDITIONS

UCAT, Personal Statement and Strategic Dentistry

Admissions Support Package

This Service Agreement is made between:

Dent Pathway

Provider: Shahmeer Khan / Dent Pathway

Email: shahmeer@dentpath.co.uk

Website: dentpath.co.uk

Together, the parties agree as follows.

1. Purpose of this Agreement

This Agreement sets out the terms on which Dent Pathway will provide admissions preparation, tutoring, consultation and strategic support to the Student for the 2026 dentistry admissions cycle.

The purpose of this Agreement is to ensure that both Dent Pathway and the Student understand:

1. what is included in the package;
2. what is not included;
3. the responsibilities of the Student;
4. the responsibilities of Dent Pathway;
5. the limits of the service;
6. the refund and cancellation position.

By signing this Agreement, the Student confirms that they have read, understood and accepted the terms below:

2. What the Package Includes

Subject to the terms of this Agreement, the package includes the following:

1-to-1 Preparation

The Student will receive **1-to-1 preparation** with Dent Pathway.

These hours may be used for areas including, but not limited to:

1. UCAT preparation;
2. UCAT strategy;
3. UCAT timing and technique;
4. UCAT performance review;
5. personal statement planning;
6. personal statement review;
7. dentistry application strategy;
8. university choice discussion;
9. dentistry admissions advice;
10. interview preparation, where appropriate and where time remains within the package.

The precise use of hours will depend on the Student's progress, timeline, needs, level of engagement, and the professional judgement of Dent Pathway.

1-to-1 UCAT Preparation

Dent Pathway will provide 1-to-1 UCAT preparation, which may include support for:

1. Verbal Reasoning;
2. Decision Making;
3. Quantitative Reasoning;
4. Situational Judgement;
5. timing;
6. triage;
7. review technique;
8. mock exam strategy;
9. identifying weaknesses;
10. building an improvement plan.

UCAT support is designed to improve preparation quality and exam technique.

Medify Access

The package includes access to Medify for the relevant preparation period, subject to the availability and terms of the Medify platform.

The Student understands that Medify is a third-party platform and that Dent Pathway is not responsible for:

1. Medify technical issues;
2. Medify outages;
3. changes to Medify content;
4. Medify account restrictions caused by misuse;
5. any issue outside Dent Pathway's direct control.

The Student agrees to use Medify appropriately and not to share login details with any third party.

WhatsApp Access

The package includes WhatsApp access to Dent Pathway for support during the package period.

“24/7 WhatsApp access” means the Student may send questions, updates and messages when needed. It does not mean guaranteed immediate replies at all hours.

Dent Pathway will aim to reply within a reasonable timeframe. Response times may vary depending on clinical commitments, teaching commitments, business commitments, prayer, travel, sleep, illness, emergencies, or other reasonable circumstances.

WhatsApp support is intended for reasonable admissions-related support. It is not unlimited live tutoring, emergency support, mental health crisis support, or a replacement for scheduled sessions.

Dent Pathway reserves the right to set boundaries if the volume, frequency or nature of messages becomes unreasonable or outside the scope of the package.

Unlimited Consultations and Parent Meetings

The package includes reasonable access to consultations and parent meetings during the package period.

“Unlimited consultations and parent meetings” means that Dent Pathway will not place a fixed numerical cap on reasonable admissions-related calls or meetings where they are genuinely useful for the Student's application.

However, this does not mean unlimited daily calls, unlimited urgent meetings, unlimited repeated discussions on the same issue, or use of calls in a way that becomes unreasonable, excessive or outside the intended purpose of the package.

Dent Pathway reserves the right to manage scheduling, availability and meeting frequency in a reasonable way.

Admissions Support

The package includes admissions support relating to:

1. UCAT preparation;
2. personal statement planning;
3. personal statement review;
4. strategic application advice;
5. university selection strategy;
6. understanding dentistry entry requirements;
7. positioning the Student's application;
8. general advice on dentistry admissions.

Dent Pathway will support the Student in making informed and strategic application decisions. However, the final UCAS application, final personal statement, final university choices and final submission remain the responsibility of the Student. Dent Pathway do not guarantee an outcome of interview or offer.

Strategic Application Support

Dent Pathway will advise the Student on how to apply strategically based on relevant factors, which may include:

1. UCAT score;
2. GCSE profile;
3. predicted grades;
4. personal statement strength;
5. work experience;
6. university shortlisting;
7. admissions criteria;
8. interview style;
9. competitiveness;
10. overall risk profile.

The Student agrees to work cooperatively with Dent Pathway when deciding university choices.

Dent Pathway may recommend that **3 out of 4 UCAS dentistry choices** are decided in line with Dent Pathway's strategic advice. This is designed to reduce unnecessary risk and improve the Student's chances of receiving interviews.

The Student is not forced to follow Dent Pathway's recommendations. However, if the Student chooses not to follow strategic advice, Dent Pathway cannot be responsible for negative outcomes that may arise from those choices and therefore any guarantee is void.

3. What the Package Does Not Include

This package does not include and does not promise:

1. completion of work on behalf of the Student;
2. writing the personal statement from scratch in a dishonest or non-authentic way;
3. submitting UCAS and academic references on behalf of the Student;
4. contacting universities on behalf of the Student unless separately agreed;
5. support for non-dentistry applications unless separately agreed;
6. a guaranteed place at university
7. unlimited emergency access;
8. A level support
9. any guarantee that universities will not change admissions requirements.
10. legal, financial, immigration or formal careers advice;

Dent Pathway provides preparation, guidance, tutoring, strategy and support. The outcome remains dependent on the Student's academic profile, UCAT performance, work ethic, engagement, conduct, university criteria, competition levels and admissions decisions made by universities.

4. Student Responsibilities

The Student agrees that their own effort, consistency and engagement are essential. If they fail to complete ANY INDIVIDUAL POINT below, any guarantee is void and invalid.

The Student is **required** to:

1. attend a minimum of **two scheduled sessions per week**, unless otherwise agreed;
2. complete Medify questions consistently;
3. complete **15,000 Medify questions** or another agreed target depending on the Student's timeline and ability;
4. attend onboarding
5. communicate honestly about progress;
6. respond to messages in a reasonable timeframe;
7. attend sessions punctually;
8. give minimum **12 hours** notice if a session must be rearranged;
9. work cooperatively with Dent Pathway;
10. provide relevant academic and admissions information accurately;
11. inform Dent Pathway of UCAT test dates, school deadlines, UCAS deadlines and relevant application updates;
12. engage seriously with strategic university choice advice;
13. act respectfully in all communications;
14. complete payments on time.

The Student understands that failure to engage may significantly reduce the value and effectiveness of the package and any guarantee will be void.

5. Strategic Application Requirement

The Student agrees to work with Dent Pathway to apply strategically.

Dent Pathway may recommend that the majority of the Student's dental school choices are selected based on objective strategic factors, including admissions criteria, UCAT score, GCSEs, predicted grades, location preferences and competitiveness.

The Student understands that applying against strategic advice may reduce the likelihood of interviews or offers.

Where Dent Pathway strongly advises against a particular university choice and the Student chooses to apply there anyway, the Student accepts responsibility for that decision and any guarantee is void

6. Attendance and Missed Sessions

The Student is expected to attend all scheduled sessions on time.

If the Student cannot attend a session, they should give at least **12 hours' notice** where reasonably possible.

If the Student misses sessions, cancels late, arrives late (5 or more minutes), misses onboarding, fails to prepare, or does not engage, Dent Pathway reserves the right to:

1. reschedule sessions at its discretion;
2. count the session as used where reasonable;
3. pause the package;
4. require a parent/student review meeting;
5. void ANY GUARANTEE with any chosen package.

Dent Pathway will act reasonably when deciding whether a missed session should count as used, taking into account illness, emergencies and other genuine circumstances.

7. Engagement Requirement

This package requires active engagement from the Student.

Dent Pathway reserves the right to assess whether the Student is engaging sufficiently. Evidence of poor engagement may include:

1. missed sessions;
2. missed onboarding;
3. late cancellations;
4. failure to complete agreed Medify work;
5. failure to attend at least two sessions per week without agreement;
6. failure to respond to messages;
7. failure to provide necessary application information and outcomes;
8. refusal to engage with strategic advice;
9. disrespectful or inappropriate communication;
10. late or missing payments;
11. conduct that prevents Dent Pathway from delivering the service effectively.

If Dent Pathway reasonably believes the Student is not engaging, Dent Pathway may arrange a review call with the Student and/or parent/guardian.

If any of the above occurs, Dent Pathway reserves the right to void any guarantee on any package.

This clause is intended to protect both parties. It ensures the Student is not charged for work that Dent Pathway decides not to continue delivering, while also recognising that time, resources, administration, preparation and delivered support already provided are not refundable in full.

8. Refund and Cancellation Policy

The Student acknowledges that this is a personalised admissions support service involving tutoring, strategy, preparation, resource access, planning and individualised advice.

8.1 Cancellation After Deposit has been paid and service begins

Once the service has begun, including but not limited to consultation, Medify access, personalised planning, strategy work, review work, tutoring, WhatsApp support, resource provision, or scheduled sessions, the package is non-refundable.

The Student understands that once personalised support has started, the package fee is **non - refundable**.

8.2 Refunds Where Student Does Not Engage

If Dent Pathway reasonably concludes that the Student is not engaging sufficiently as based on the factors clearly outlined in the terms and conditions, any guarantee will be void and the package is non-refundable.

The Student will not be entitled to a refund once the service has begun, which begins as soon as deposit is paid.

8.3 No Refund for Admissions Outcomes

Refunds will only be given as per the money back guarantee conditions that have been agreed and sent via email signed by Dent Pathway.

This does not affect the Student's statutory rights.

8.4 Processing Fees

Where payment processing fees or third-party fees are not returned by Stripe or another provider, Dent Pathway reserves the right to account for these fees when calculating any refund, subject to applicable consumer law.

9. Express Consent to Start the Service

By paying the deposit, the Student confirms that they want Dent Pathway to begin providing the service immediately.

The Student understands that the service begins immediately through onboarding, consultation, personalised planning, strategic advice, WhatsApp support, preparation work, resource provision and/or scheduled sessions.

The Student understands that once the service has started, any cancellation or refund will not be provided, subject to statutory rights.

10. Personal Statement and Academic Integrity

Dent Pathway may provide advice, review, feedback and guidance on the Student's personal statement.

The Student remains responsible for ensuring that their personal statement is honest, accurate and their own work.

Dent Pathway will not knowingly submit false information, fabricate experience, invent achievements, or write a dishonest personal statement for the Student.

The Student confirms that all information provided to Dent Pathway will be truthful and accurate.

11. University Choices and Final Decisions

Dent Pathway will provide strategic advice and recommendations.

However, the Student and/or parent/guardian remain responsible for final decisions, including:

1. which universities to apply to;
2. whether to follow Dent Pathway's advice;
3. final UCAS submission;
4. final personal statement content;
5. UCAT booking and attendance;
6. meeting school and UCAS deadlines;
7. checking university entry requirements.

Dent Pathway is not responsible for missed deadlines, failure to meet the offer requirements once it has been received, inaccurate information provided by the Student, or the Student failing to check final application details before submission.

12. Communication

The main communication methods may include WhatsApp, email, Zoom, Google Meet, phone calls, or another agreed platform.

The Student agrees to communicate respectfully.

Dent Pathway reserves the right to stop or restrict communication if the Student or parent/guardian behaves in a way that is abusive, threatening, harassing, dishonest, discriminatory or unreasonable.

13. Scheduling

Sessions will be scheduled by mutual agreement.

Dent Pathway will make reasonable efforts to provide suitable availability. However, specific days and times are not guaranteed unless confirmed.

The Student should attend sessions in a suitable private environment with working internet, a charged device, and any required materials.

14. Evidence of Delivery

The Student understands that Dent Pathway may keep reasonable records of service delivery, including:

1. session dates;
2. attendance;
3. topics covered;
4. homework set;
5. resources sent;
6. messages exchanged;
7. consultation notes;
8. Medify progress discussions;
9. personal statement review records;
10. strategic recommendations.

These records may be used for quality control, safeguarding, business records, dispute resolution, and payment dispute evidence.

15. Chargebacks and Payment Disputes

The Student agrees to contact Dent Pathway first if they have any concern, complaint or refund request.

The Student agrees not to raise a payment dispute or chargeback without first giving Dent Pathway a reasonable opportunity to resolve the issue.

If a chargeback or payment dispute is raised, Dent Pathway reserves the right to provide evidence to Stripe, the card network, bank or payment provider, including this Agreement, proof of payment, proof of consent, attendance records, communication records, resources provided, Medify access evidence, consultation notes, and other relevant evidence of service delivery.

This clause does not remove any legal rights the Student may have, but it confirms that Dent Pathway may defend any inaccurate, unfair or unsupported payment dispute.

16. Safeguarding, Student Welfare and Professional Boundaries

Dent Pathway is committed to providing a safe, professional and respectful learning environment for all students.

For the purposes of this Agreement, a “child” or “young person” means anyone under the age of 18. Where the Student is under 18, Dent Pathway will take additional care to ensure that communication, meetings and support are delivered in a professional and appropriate manner.

1. Professional Boundaries

Dent Pathway will maintain professional boundaries at all times.

The Student and parent/guardian understand that Dent Pathway provides academic, admissions and application support only. Dent Pathway does not provide counselling, therapy, medical advice, mental health crisis support, legal advice, immigration advice or emergency support.

All communication must remain appropriate, respectful and related to the Student’s admissions preparation, UCAT preparation, personal statement, university choices, interview preparation or related educational matters.

Dent Pathway reserves the right to restrict, pause or end communication if communication becomes inappropriate, abusive, excessive, personal, threatening, harassing or outside the scope of the service.

2. Communication With Students

Communication may take place through agreed channels including WhatsApp, email, video call, phone call or another agreed platform.

Where the Student is under 18, Dent Pathway may include a parent/guardian in communications where appropriate, particularly for administrative matters, payment, scheduling, welfare concerns, complaints or any issue involving safety or wellbeing.

“24/7 WhatsApp access” means the Student may send reasonable admissions-related questions and updates outside scheduled sessions. It does not mean immediate replies are guaranteed at all times, and it does not create an emergency support service.

Students should not use WhatsApp or any other communication channel to send inappropriate content, offensive messages, personal material unrelated to the service, or anything that could compromise safeguarding or professional boundaries.

3. Online Sessions

Online sessions should take place in an appropriate environment.

The Student should attend sessions from a suitable location where they can learn effectively. Dent Pathway recommends that students under 18 attend sessions in a household environment where a parent/guardian is aware that the session is taking place.

Dent Pathway may keep reasonable records of session dates, attendance, topics covered and actions agreed. This is for teaching quality, safeguarding, administration, dispute resolution and evidence of service delivery.

4. Parent/Guardian Involvement

Where the Student is under 18, Dent Pathway may communicate with the parent/guardian regarding:

1. onboarding;
2. package terms;
3. scheduling;
4. attendance;
5. engagement;
6. payment;
7. welfare concerns;
8. complaints;
9. strategic application planning;
10. any concern about the Student's safety or wellbeing.

The Student understands that Dent Pathway cannot promise absolute confidentiality to a student under 18 where there is a safeguarding concern, welfare concern, legal concern, risk of harm, or a need to involve a parent/guardian or appropriate authority.

5. Safeguarding Concerns

If Dent Pathway becomes concerned that the Student or another person may be at risk of harm, abuse, neglect, exploitation, coercion, self-harm, suicidal ideation, serious emotional distress, or any other safeguarding issue, Dent Pathway may take appropriate action.

This may include:

1. speaking with the Student;
2. contacting the parent/guardian, where appropriate;
3. contacting emergency services if there is immediate risk;
4. contacting relevant safeguarding services, such as the local authority children's services, where appropriate;
5. keeping a written record of the concern and action taken;
6. pausing or ending the service if continuing would be inappropriate or unsafe.

Dent Pathway will aim to act proportionately and in the best interests of the Student's safety and welfare.

6. Immediate Risk or Emergency Situations

Dent Pathway is not an emergency service.

If the Student, parent/guardian or any other person believes that there is an immediate risk of harm, they should contact emergency services immediately by calling 999 or attending the nearest appropriate emergency service.

If a student discloses an immediate risk of serious harm during communication with Dent Pathway, Dent Pathway may contact a parent/guardian, emergency services or another appropriate authority.

7. Inappropriate Conduct

Dent Pathway reserves the right to pause or terminate the package where the Student or parent/guardian behaves in a way that creates a safeguarding concern or breaches professional boundaries.

This may include, but is not limited to:

1. abusive, threatening or discriminatory communication;
2. inappropriate personal messages;
3. harassment;
4. attempts to pressure Dent Pathway into secrecy;
5. sharing inappropriate images, videos or content;
6. repeated contact outside reasonable educational support;
7. dishonest, unsafe or unlawful conduct;
8. behaviour that makes continued service delivery inappropriate.

Where the package is paused or terminated for safeguarding or professional boundary reasons, any refund will be considered in line with the Refund and Cancellation Policy, taking into account the service already provided, resources/access provided, time reserved, administrative work, third-party costs and the reason for termination.

8. Records and Confidentiality

Dent Pathway may keep records of safeguarding concerns, communication, attendance, engagement and any action taken.

These records may be used for safeguarding, service delivery, complaints handling, legal compliance, payment dispute evidence, or where disclosure is reasonably necessary to protect the Student or another person from harm.

Dent Pathway will treat student information confidentially, but confidentiality may be overridden where there is a safeguarding concern, risk of harm, legal requirement, serious complaint, payment dispute, or need to involve a parent/guardian or appropriate authority.

17. Complaints

If the Student is unhappy with any part of the service, they should contact Dent Pathway in writing at shahmeer@dentpath.co.uk

Dent Pathway will aim to respond within a reasonable timeframe and attempt to resolve the issue fairly.

The Student agrees that raising concerns early is important so that Dent Pathway has an opportunity to address them.

18. Third-Party Platforms

Dent Pathway may use third-party platforms such as Medify, WhatsApp, Google Meet, Zoom, Stripe, UCAS resources, university websites or other relevant tools.

Dent Pathway is not responsible for technical issues, outages, restrictions, changes or decisions made by third-party platforms.

19. Changes to University Admissions Criteria

The Student understands that university admissions criteria may change.

Dent Pathway will aim to provide accurate advice based on available information at the time, but Dent Pathway is not responsible for changes made by universities, UCAS, UCAT, exam boards or other external organisations.

The Student remains responsible for checking official university websites and UCAS information before final submission.

20. Limitation of Liability

Dent Pathway's responsibility is limited to providing the services described in this Agreement with reasonable care and skill.

Dent Pathway is not liable for:

1. university admissions decisions;

2. UCAT results if not included in the package;
3. interview outcomes if not included in the package;
4. offer outcomes;
5. missed deadlines caused by the Student;
6. inaccurate information provided by the Student;
7. the Student failing to complete work;
8. the Student choosing not to follow advice;
9. third-party platform issues;
10. circumstances outside Dent Pathway's reasonable control.

Nothing in this Agreement limits liability where it would be unlawful to do so.

21. Confidentiality

Dent Pathway will treat the Student's personal information and application information confidentially, except where disclosure is reasonably necessary for service delivery, legal compliance, dispute resolution, safeguarding, payment processing, or with the Student's consent.

The Student agrees not to share Dent Pathway's private resources, documents, strategy materials, call recordings, templates or advice with third parties without written permission.

22. Intellectual Property

All resources, notes, templates, strategy documents, feedback documents, lesson materials and guidance provided by Dent Pathway remain the intellectual property of Dent Pathway unless otherwise stated.

The Student may use these materials for their own personal application preparation only.

The Student must not copy, distribute, sell, publish, share or reproduce Dent Pathway materials without written permission.

23. Data and Records

Dent Pathway may store records relating to the Student's package, including contact details, application information, payment records, session records, communication records and progress records.

These records may be used for service delivery, administration, safeguarding, quality control, legal compliance and dispute resolution.

24. Entire Agreement

This Agreement represents the agreed terms for the package described above.

Any previous discussions, messages, calls, adverts or informal statements are superseded by this Agreement to the extent that they conflict with the written terms here.

No change to this Agreement will be valid unless agreed in writing.

25. Governing Law

This Agreement is governed by the laws of England and Wales.

26. Dent Pathway Confirmation

Signed on behalf of Dent Pathway:

Name: Shahmeer Khan

Signature: Shahmeer

Date: 08/06/2026

