**Academy and Trusts Offer 2021 - 2022**

The 2021 – 22 annual contracts for Academies will be available to view and buy via the [Educator Solutions website](http://s4s.norfolk.gov.uk/) from **Monday** **17th May 2021**.

Once you have logged into your account you can view the products to purchase by navigating the ‘Store’ tab. On this page you will be able to use the search bar for contracts, services and products offered for this contractual period.

On your Home Page you will find YouTube video guidance on the Customer Buying process.

For some packages, there has been no escalation in price, whilst with others a slight increase has been applied to cope with the rising costs of provision. You will also find that some services are streamlining their products or offering new and revised packages. These will be advertised on the ‘store’ page under ‘New for this year’.

**The Contract Process**

**Placing items in the basket**: Under the ‘Store’ tab, please navigate to the box titled ‘Annual order’. This provides a suggested list of packages and services based on your previous purchases. You will also see any appropriate upgrades or offers that may be applicable. Selected Items can then be added to the shopping basket and checked out.

To view all available offers, you can search for a relevant product or service provider via the ‘Store’ tab. You will notice that items purchased last year or any new offers will be highlighted under the provider offers.

**Cancelling an annual contract**: If you wish to cancel an annual contract, please email details of the contracts you wish to cancel to [contractsteam@educatorsolutions.org.uk](mailto:contractsteam@educatorsolutions.org.uk) and we will action this on your behalf. Please ensure that you notify us in writing or email of any cancellation by **Friday 16th July 2021**.

Please note that unticking any items under ‘Annual order’ **will not cancel** the contract renewal which may (as advised by the service provider) be rolled forward.

**Important**: please ensure that all purchases and amendments are completed before **31st August 2021** as your contract will commence on 1st September 2021.

If you require any further information or advice, please contact the Contracts Team on [contractsteam@educatorsolutions.org.uk](mailto:contractsteam@educatorsolutions.org.uk)