

Language Courses (English & Other Languages) Terms & Conditions:

Please read and accept our full terms and conditions. By agreeing to these terms and conditions you are formally entering into a contract with The Language Studio and agreeing to our processing of your data.

- Choose the programme you want, then complete the registration form.
- You need to pay a non-refundable deposit of 10% in order to secure your booking, or you can choose to pay the fees in full.
- You must pay the full course fees on or before your course begins unless special arrangements have been agreed. You will receive one of the following documents a Booking Confirmation once a deposit or payment has been received.

If you cancel your booking, the deposit and administration fees (£50) are non-refundable in any event.

1. If you send us written cancellation at least two weeks before the start of your course, we will refund the course fees minus the administration fee of £50. If you cancel less than one week before the start of your course, we will refund 50% of your course fees. No refunds will be given once your course start date (as stated on your booking confirmation) has passed, irrespective of attendance.
2. Any refunds can only be paid to you via bank transfer to your designated bank account. Any charges incurred as a result of the transfer will be calculated and deducted from the amount refunded.
3. If you are unable to attend a group lesson, you must inform us 24 hours or more in advance of the lesson. The recovery of missed lessons is **not** guaranteed and is only at the discretion of the Directors. If you give less than 24 hours' notice, you will automatically lose the lesson. If you are absent from a group lesson for whatever reason (including illness), no refunds will be given.
4. If you cancel a one-to-one lesson, you must do this 24 hours or more in advance of the lesson and there will be no refund.
5. We cannot give refunds for late arrival, early departure or change of programme.
6. If you decide to shorten your course, the fees you have paid for unused weeks can be neither transferred nor refunded.
7. Fees are for consecutive weeks of study, unless otherwise arranged with the Directors.
8. We cannot give refunds for days when the school is closed during bank holidays.
9. If you want to take a holiday during your course, you must tell us at the time of registration and the holiday period will be added to your course. If you are already attending a course and wish to have a holiday, you must tell us two weeks in advance. In this case, the number of weeks you take as a holiday can be added to the end of your course, depending on availability.
10. You may occasionally be included in promotional material – photos for brochures, flyers, social media, DVDs or other such advertising material. By agreeing to these Terms and Conditions, you are opting in to your image being used by The Language Studio Bristol for marketing purposes. If you prefer not to have your image used, please contact us via email: info@languagestudiobristol.co.uk, using the subject line: **Image use**.
11. Students agree to follow all internal regulations of the school. If a student behaves in a disruptive manner, does not follow the school rules, is persistently

absent from class, or engages in illegal activity, he/she may be refused to attend further classes and activities at the discretion of the Directors.

12. Force Majeure: in the event of the school having to close and/or students being unable to continue studying for reasons of natural disaster such as fire/flooding/infectious diseases or war/terrorism, etc, which are beyond the reasonable control of the school, no refunds will be made. We will make all efforts to keep the school open and running but this may necessitate making some classes larger or changing the timetable to allow staff to cover all scheduled lessons.

Cancellation Period

You have a legal right under the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 to cancel the Contract within 14 days (the "Cancellation Period") without giving any reason. The Cancellation Period will expire 14 days on the first day of your course as started on your booking confirmation. To cancel you must inform us by a clear statement. You may send your notice of cancellation in writing to The Language Studio Bristol, 47 High Street, Bristol, UK BS1 2AZ. You can also email us at **info@languagestudiobristol.co.uk** using the subject line: **Course Cancellation**

We will not start providing the Services to you during the Cancellation Period unless you have expressly requested us to do so on your application form.

If you cancel in accordance with the first paragraph above in this box, we will refund the Fees you have paid within 14 days of the date on which you inform us that you wish to cancel. However, if you have expressly requested on your application form that we start providing the Services within the Cancellation Period then we will be entitled to charge you a reasonable sum for the Services based on the proportion of the Course you have undertaken and the overall cost of the Course and we can deduct this sum from any refund payable to you.

Please note that:

- tuition is charged by the week
- any coursebooks or other materials received will be charged at full price