

Todo el Mundo – Terms and Conditions



Last Updated: 20 March 2026

These Terms and Conditions (“**Terms**”) govern the provision of all language teaching services (“**Services**”) provided by Katherine Mallia trading as Todo el Mundo (“**we**”, “**us**”, “**our**”) to you, the student or parent/carer of a student (“**you**”, “**your**”). By booking or using any of our Services, you agree to be bound by these Terms.

Our Services include:

- In-person and online group language courses for adults (“**Adult Courses**”).
- In-person and online language clubs for children (“**Children’s Courses**”).
- Private language tuition for adults and children (“**Private Tuition**”).
- One-off events, workshops, and trial classes (“**Events**”).

Please read these Terms carefully. A contract is formed between you and us when you complete a booking and we accept it.

1. General Terms Applicable to All Services

1.1. Conduct: All students are expected to behave respectfully towards our staff, tutors, and other students. We reserve the right to remove any student from a class or suspend their access to Services for disruptive or inappropriate behaviour without a refund.

1.2. Timeliness: All classes will start and end at the advertised times. Time lost due to late arrival is forfeited.

1.3. Personal Property: We accept no liability for the loss of or damage to any personal property brought to our venues.

1.4. Health & Safety: You must inform us in writing of any medical condition, allergy, or additional need that could affect your or your child’s participation in our Services.

1.5. Changes to Services: We reserve the right to make reasonable changes to class times, locations, or tutors. We will provide as much notice as is reasonably practicable. If a change we make significantly impacts your ability to attend, we will discuss suitable alternatives with you.

2. Your Statutory Right to Cancel (Cooling-Off Period)

- 2.1.Right to Cancel:** Under the Consumer Contracts Regulations 2013, you have a legal right to cancel your contract with us within 14 days of the date the contract is made (the “Cancellation Period”) without giving any reason.
- 2.2.Exercising Your Right:** To cancel, you must inform us of your decision by a clear statement (e.g., an email to info@todoelmundo.co.uk).
- 2.3.Services During Cancellation Period:** If you requested that Services begin during the Cancellation Period (e.g., you booked a course that starts within 14 days), you will be required to pay us an amount proportionate to the Services provided up until the time you communicated your cancellation.
- 2.4.Refunds:** If you cancel within the Cancellation Period, we will provide a full refund (less any amount due under clause 2.3) within 15 days of receiving your cancellation notice.

3. Service-Specific Terms

3.1. Adult & Children’s Group Courses

- 3.1.1.Enrolment and Term:** Enrolment is for a full academic term (“Term”), as defined on our website, which refers to a teaching period as defined on our website, typically aligned with academic school terms. Enrolment is for a full Term. Payment of a deposit, initiation of a payment plan, or full payment secures your place for the entire Term.
- 3.1.2.Cancellation After the Cooling-Off Period:** After the 14-day Cancellation Period (see Section 2) has expired, you are committed to the full Term. If you choose to withdraw from the course mid-Term, you remain liable for the full fees for that Term. No refunds or credits will be issued for the remaining classes.
- 3.1.3.Forfeiture of Long-Term Discounts:** If you enrol on a discounted annual or multi-term plan and cancel before its completion, the discount is forfeited. All fees from the commencement of the plan will be recalculated at the standard, non-discounted termly rate applicable during that period. Any outstanding balance resulting from this recalculation, in addition to fees for the remainder of the current Term of cancellation, becomes immediately due.

- 3.1.4. Early Termination Administration Fee:** A fixed Administration Fee of £20 will be charged to cover the costs of processing any early cancellation.
- 3.1.5. Missed Classes:** Missed classes are non-refundable and cannot be credited. Adult students may, at our sole discretion and subject to availability, be offered a place in an alternative group class as a gesture of goodwill.
- 3.1.6. External Cancellations (Children's Courses):** Where a Children's Course class cannot take place due to the closure of the host school or venue for reasons beyond our control (including, but not limited to, industrial action, adverse weather, or school events), we are not obliged to provide a refund, credit, or rescheduled class.

3.2. Private Tuition

- 3.2.1. Block Bookings:** To qualify for discounted pre-paid rates, a minimum block of 3 sessions must be booked and paid for in advance.
- 3.2.2. Single Session Surcharge:** An initial session booked with the expectation of a block booking that does not subsequently proceed to a full block booking will be subject to a **Single Session Surcharge of £10** in addition to the standard session fee.
- 3.2.3. Cancellation and Rescheduling by You:**
- 3.2.3.1. Single Sessions:** We require a minimum of 48 hours' notice by email to your tutor to cancel or reschedule a single Private Tuition session. Cancellations with less than 48 hours' notice will be charged in full.
- 3.2.3.2. Pre-Paid Blocks:** Once a block of Private Tuition sessions is booked and invoiced, it is non-cancellable and non-refundable. Rescheduling a session within a pre-paid block is not guaranteed and is offered solely at the discretion of the tutor, subject to their availability. To be considered for a discretionary reschedule, you must provide a minimum of 48 hours' notice. Any rescheduled session must take place within the same billing period.
- 3.2.3.3. Missed sessions** are forfeited and cannot be refunded, credited, or carried over to future billing periods.
- 3.2.4. Cancellation by Us:** If your tutor is unable to deliver a session, it will be rescheduled at a mutually convenient time or credited to your account.

3.3. Events, Workshops & Trial Classes

- 3.3.1.Payment:** Fees for Events are payable in full at the time of booking unless an invoice is issued.
- 3.3.2.Cancellation by You:** We require a minimum of 7 days' notice by email to cancel your place at an Event to qualify for a refund.
- 3.3.3.No-Shows & Late Cancellations:** If you provide less than 7 days' notice or fail to attend, the full fee remains payable and no refund will be issued.
- 3.3.4.Refund Administration Fee:** All eligible refunds are subject to an Administration Fee of £5.00.
- 3.3.5.Trial Class Limitation:** Trial classes are intended to allow new students to find a suitable course. Unless otherwise agreed by us in writing, students are limited to one (1) trial class per specific course per Term. We reserve the right to refuse or cancel bookings that exceed this limit.

4. Payments

- 4.1. Payment Methods:** Fees can be paid by card, invoice, or via a direct debit/payment plan as specified at the time of booking.
- 4.2. Payment Plans:** By setting up a payment plan, you authorise us to take recurring payments for the duration of the agreed plan.
- 4.3. Late or Failed Payments:** If a payment fails or an invoice is not settled within 14 days of its due date, we will contact you to arrange payment. We reserve the right to suspend your access to Services and charge late payment fees until the outstanding balance is settled.
- 4.4. Debt Recovery:** If you default on a payment plan, we reserve the right to seek recovery of the full outstanding amount for the committed Term.
- 4.5. Fee Adjustments:** We reserve the right to review and adjust our fees, including for ongoing payment plans, to account for changes in our operational costs (such as, but not limited to, venue hire, staffing, and inflation). Any fee adjustments will be implemented at the start of an academic year (September). We will provide you with at least one month's written notice of any change in fees. A fee increase will apply to all payment plans, including discounted multi-term plans;

however, the relative discount percentage will be maintained against the new standard rate.

- 4.6. **Credit and Overpayments:** We do not hold client funds or credit balances 'on account' for future unspecified services. Any credit balance or overpayment on your account will be refunded to you within 30 days of the end of the relevant Term or booking period, less any applicable Administration Fee.

5. Our Cancellation Rights

- 5.1. **Insufficient Enrolment:** We require a minimum number of students to run a group course. If we do not meet this minimum, we reserve the right to cancel the course. In this event, we will offer you a place in an alternative course or provide a full refund.
- 5.2. **Tutor Unavailability:** If a class must be cancelled due to tutor unavailability (e.g., illness), we will endeavour to reschedule it. If rescheduling is not possible, a credit for the value of the cancelled class will be applied to your account.

6. Data Protection

We collect and process your personal data in accordance with our Privacy Policy, which is available on our website at www.todoelmundo.co.uk/privacy-statement. We are committed to protecting your privacy.

7. Queries and Complaints

- 7.1. We strive to provide an excellent service. Should you have any query or complaint, please raise it with your tutor or contact us directly at info@todoelmundo.co.uk. We will endeavour to resolve the matter promptly and professionally.

8. General Legal Provisions

- 8.1. **Entire Agreement:** These Terms, along with our Privacy Policy, constitute the entire agreement between you and us.
- 8.2. **Governing Law & Jurisdiction:** This agreement and any dispute arising from it shall be governed by the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute.