



Terms & Conditions for language learning services as of August 2019. Katherine Mallia t/a Todo el Mundo, 16 Saffron Court, Bath BA16DF

These terms and conditions apply to customers using our group language lessons, private tutoring and DELE preparation services. For Special Events such as summer school the Term bookings and refunds sections, our cancellation, data protection and complaints sections are applicable.

General Terms & Conditions

- Students for group classes and tutoring should aim to arrive 5 minutes prior to the class start time.
- Students of group classes should own their own copy of the course text book.
- Students are expected to behave in a civilised manner towards teachers and their classmates.
- Should you suffer from a medical condition, health issues and/or allergies that could affect your learning please let us know so we can ensure you get the best experience from our classes.
- We accept no liability for any loss or damage of possessions taken to class.

Free Introductory Taster Class / Promotional Offers

- One free class is permitted per customer, subject to availability.
- Promotional discounts only apply to the advertised services and not in conjunction with any other special offers.

Subscription 'plan' bookings

- A 'plan' is a monthly payment subscription for attending group lessons and/or in combination with our other services.
- Subscription plans run for a specified duration. *Annual plans* run for one academic year September - July. *Term plans* run for a third of an academic year 'a term'.
- Subscription plans do not automatically renew.
- Payments will be taken from your bank on last day of the month for the amount specified amount.
- You are entitled to attend the full quantity of lessons bought in your plan including attending different groups to 'make up' for missed classes.
- Lessons must be taken within the time period of the plan and are not transferable to future years/terms.
- Missed group lessons on a subscription plan cannot be used in lieu of payment for special events or other services

Failure to pay your subscription plan

- If you fail to pay Todo el Mundo any instalment due within seven days of the debit date we will write to you and give you the opportunity to pay by alternative means.
- Failure to keep to your plan payment schedule could mean you will be excluded from lessons or services. We will seek recovery for payment of any outstanding amount for used by yourself, including up the end of the academic term in which you default on the payment.

Cancellation policy for subscription plans

- In the event of exceptional or unforeseen circumstances Todo el Mundo will consider cancelling or changing your subscription plan. Requests must be made by email to info@todoelmundo.co.uk
- Any agreed changes to your plan will take place after we receive payment in full for all lessons/services up to the date of change.
- Any agreed cancellation will require settlement in full of the outstanding amount for all lessons included in the plan from the start date to the end of the academic term (3 terms per year) in which the plan is requested to be canceled.
- For plans cancelled at bank branch by customers before all payments have been recovered, we will seek recovery in full for the outstanding amount for all lessons included in the plan, from the plan start date to the end of the academic term in which the plan is cancelled.
- Any discount or promotion applied when purchasing a plan is revoked when a plan is cancelled or changed, and outstanding amounts will be charged at the full service value.
- We are able to provide a detailed history of your plan payments on written request to info@todoelmundo.co.uk

Term bookings

- A 'term' refers to a block of lessons that run with the local education authority academic calendar. Our classes run to six or three terms between September and July.
- You can pay for your classes in person by cash or card, via our website or bank transfer, please email info@todoelmundo.co.uk for current bank details. From September 2018 we will no longer be accepting cheques.
- Payment for group classes should be made in full prior to or at first class.
- Term booking are for a specified amount of lessons during the term dates, if you are unable to attend you usual class, please attend an alternative class to ensure you take your full allocation of lessons within the term dates.

- New customers may join mid-way through a term and pay the balance for lessons remaining, providing there is half or more of the term remains.
- Should returning customers not attend the first lesson(s) of a new term, they are required to pay for the term in full up on their return to the class, returning customers are not able to pay the balance for remaining lessons only.

Refund Policy for term bookings

- In the event that you are unable to attend a class due to sickness or holiday, we regret that we are unable to refund you as your payment secures your place for the full term.
- If a customer chooses to not take part in a class which is taking place within standard operational conditions, they are not eligible for a refund or credit, however you may attend an alternative class to 'make up' for any missed lessons within the term dates.
- For bookings made in advance we require at least 7 days notice prior to the date of your first class by email to info@todoelmundo.co.uk to qualify for a refund or reschedule. We refund by bank transfer so please provide your bank details in the email. There is a £2 administration fee for refunds, otherwise we are happy for you to defer to a subsequent term or credit the full amount towards any of our other classes.

Tutoring bookings

- Tutoring bookings can be made of one, two or three people by the hour at the advertised price.
- Bookings shall be made in advance on our website or directly with the tutor by email or telephone.
- Website tutoring class bookings are paid for at the time of booking or are included as part of a subscription service.
- Bookings made directly with the tutor should be made at least one week in advance, changes are at the discretion of the tutor and charges are applicable for cancellations and failure to attend, see refund policy below.
- Students should arrive at least 5 minutes prior to the booked start time for the lesson, lessons will finish at the agreed end time regardless of the arrival time of the students.
- For repeat bookings on account, invoices are to be settled in full within two weeks of issue.

Cancellations & refund policy for tutoring bookings

- If you wish to cancel a tutoring class booking we require at least 24 hours notice prior to the time of the class by email to info@todoelmundo.co.uk to qualify for a refund or reschedule.
- If you cancel tutoring class booking on the same day as the appointment there is a £15 charge, if you cancel the previous day but less than 24 hours before the charge drops to £10.
- Should you fail to attend your tutoring class booking with no notice the full amount for the hour shall be charged.
- We refund by bank transfer so please provide your bank details in the email. There is a £1 administration fee for refunds, otherwise we are happy for you to re-schedule your booking or credit the amount towards any of our other classes.

If we need to change or cancel a class

- In the unlikely event of "last minute" class time changes by us, we will notify you as much notice as possible. We will not reimburse any expenses caused by a customer failing to pick up their message.
- In the unlikely event of class cancellations by us and we are unable to 'make up' for the class during the term or subscription period, your account will be credited for that class. If you are not returning next term we will refund the class by bank transfer upon receipt of your bank details by email to info@todoelmundo.co.uk.
- If we are aware that a group will fall below 3 attendees for a lesson, we may ask you to attend an alternative class that week.
- If insufficient students are booked into your class (please see booking information), we reserve the right to cancel the class. In this instance we will offer you a place at an alternative class or a full refund.

Complaints Procedure

We hope you are entirely happy and satisfied with our service. In the event that you are unhappy, please contact your tutor after class; in person, by telephone or email. We will always try to resolve the matter satisfactorily and quickly.

Privacy policy

All the personal information collected from your booking is requested to operate the agreement between you and us. It will not be passed on to any third party and will be deleted unless you have opted in to our mailing list.

General Information

Any reference to our classes on linked sites or to third party companies, products or services by name does not constitute or infer the endorsement by us.