

These terms and conditions apply to:

- In-person & online group language classes for adults
- Kids language clubs in schools and online
- Pre-paid tuition for children & adults
- Flexible tuition for children & adults
- Summer schools, workshops and events

General Terms & Conditions

- All classes and tuition will start and begin at the advertised or pre-booked times regardless of the arrival time of students.
- All students are expected to behave in a civilised manner towards teachers and their classmates.
- Adult students should read our safety guidance before attending class and familiarise themselves with the nearest fire exits at the venue.
- Adult students who suffer from a medical condition, health issues and/or allergies that could affect access or learning please let us know so we can ensure you get the best experience from our classes.
- Families of young students should read our class culture for language clubs or safety guidance for tuition prior to their first class.
- Parents/carers of students aged under 18 should inform us of their current address, any allergies or additional needs when registering for their classes and keep us updated of any changes.
- We accept no liability for any loss or damage of possessions taken to our classes or events.

Free or paid taster classes & promotional offers

- One free class per student subject to availability.
- One paid trial class per student per group in any one term.
- Promotional discounts only apply to the advertised services within the advertised time frame and not in conjunction with any other special offers.

Group classes enrolled by the term

- A 'term' refers to the teaching weeks between school holidays as specified on the local education authority's academic calendar.
- Our group classes for adults and kids language clubs run to a three term year between September and July.
- Enrolment is for the full term with the exception of late joiners (see below).
- Students of group classes should own their own copy of the current course text book.
- Payment for group classes and kids language clubs should be made in full / the required deposit paid / a direct debit plan initiated prior to the first class of the term.
- New students can join group classes part way through a term but will be charged the full amount if joining in the first 4 weeks of the term, if joining from week 5 onwards only the remaining weeks will be charged.
- Returning students who are not able to attend the first class(s) of a new term are still required to pay for the term in full.
- There is no pay as you go option for our group classes.

Group classes paid for by direct debit or payment plans

- Direct debits or payment plans take monthly recurring payments for a specified duration.
- Annual plans run for one academic year with 10 or 11 instalments.
- Term plans run for a third of an academic year 'a term' with 2 or 3 instalments.
- Instalments will be taken from your nominated bank account or debited from your registered card on the day of the month specified on your plan, or on the same day of the month you initiated the plan.

Missed classes during the term

- Students who miss class at our kids language classes due to illness, forgetting or refusal to attend or school trips shall not be refunded or credited to future terms.
- Adult group class students who are unable to attend their usual group may attend an alternative group or an online catch-up class to make up their attendance.
- Missed adult group classes where the class is operating to the usual timetable within the term dates and a catch-up class has not been taken, shall not be refunded or credited to future terms.
- The value of missed classes cannot be used as credit towards other services including workshops and events.

If we need to change or cancel a group class

- Group classes cancelled due to unforeseen circumstances (host school or venue is closed on short notice, extreme weather, natural or political events) will not be re-scheduled, nor the value refunded or credited to your account.
- Group classes cancelled due to teacher unavailability shall be re-scheduled, where possible, at the same venue however we reserve the right of offer re-scheduled classes online.
- When a student is unable to attend a re-scheduled class this will count as a missed class and adult classes may attend a catch-up or alternative group. Kids club students will receive a credit to their account.
- In the unlikely event class timing or location changes by us, we provide as much notice as possible via email and text message.
- If the timing or location change impacts your capacity to attend, adult students may attend an alternative group class or an online catch-up. Kids club students will receive a credit to their account.
- If we are aware that a group will fall below 3 attendees for a class due to student absence, we may ask you to attend an alternative class that week.
- If insufficient students are booked into your class we reserve the right to remove the class from the timetable. In this instance we will offer you a place at an alternative class or a full refund.

Refund Policy for termly enrolment

- For bookings made in advance we require at least 7 days notice prior to the date of your first class of the term by email to info@todoelmundo.co.uk to qualify for a refund or reschedule.
- There is a £5 administration fee for BACS refunds, £2 for card refunds or the full amount can be used as credit towards any of our other classes or services in future.

Pre-paid tuition

- To qualify for the pre-paid tuition rates a minimum of 3 classes must be booked in advance with the tutor per term half-term (6 times per academic year) with all class dates agreed prior to the first class.
- Upon agreement of the class schedule you will be issued an invoice for all classes in the current term to be paid in full or a payment plan set up within 2 weeks of issue.
- Our **Failure to pay your direct debit or payment plan instalments** and **Cancellation policy for direct debits or payment plans** conditions below also apply to pre-paid tuition.
- 45 minute junior online classes are for students up to the age of 15 only.
- One trial 45min online class allowed per student and any subsequent 45 minute classes must be pre booked in blocks of 3 or more per term.
- 30 minute online junior reinforcement classes are only bookable in combination with a 45 minute or 1hr class in the same week.
- Students working towards GCSE, A-Level, DELE or other certification will be charged at the specialist tuition rate.
- There is no cancellation policy for pre-paid tuition and re-schedules are at the discretion of the tutor.
- Missed classes do not transfer to future terms.
- Tuition that is cancelled due to unforeseen circumstances (extreme weather, natural or political events) the value will not be refunded or credited to your account and any re-schedules are at the discretion of the tutor.
- If the tutor is unable to deliver your pre-booked class they will re-schedule or the amount will be credited to your next invoice.

Flexible pay-as-you go tuition

- Tutoring bookings can be made of one or two students by the hour (minimum duration 1hr) at the advertised price.
- Students working towards A-Level, DELE or other high level certification will be charged at the specialist tuition rate
- Tutoring services bookings are paid for at time of booking on the website or the monthly invoicing.
- Tutoring sessions will finish at the agreed end time regardless of the arrival time of the students.
- Invoices are to be settled in full within two weeks.

Cancellations & refund policy for flexible pay-as-you go tuition

- If you wish to cancel or re-schedule your flexible tuition we require at least 48 hours notice prior to the time of the class by email to your tutor or info@todoelmundo.co.uk to qualify for a refund or reschedule.
- If you cancel or re-schedule your flexible tuition by email giving more than 24 but less than 48 hours notice, you will be charged 50% of the advertised fee.
- Should you fail to attend your tutoring class booking with no notice or give less than 24 hours notice, the full amount shall be charged.
- Should your tutor make a change to the agreed class schedule or have to cancel, you will be able to re-schedule or will not be invoiced.

Failure to pay your direct debit or payment plan instalments

- 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.
- If you cancel or default on your plan before it has come to an end, will seek recovery via our invoicing system for payment of any outstanding amount due, including up to the end of the academic term in which you cancel or default.
- Failure to keep to your plan payment schedule could mean you will be excluded from classes or services.

Cancellation policy for direct debits or payment 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 classes/services up to the date of change.
- Any agreed cancellation will require settlement in full of the outstanding amount for all classes included in the plan from the start date to the end of the academic term 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 classes 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

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.