



School's Director: Dr Daniele Pio Buenza

school@learnitcambridge.co.uk

46 Groves Way, Cottenham (UK), CB24 8BH

Mobile and WhatsApp: +447833728553

LearnIt Cambridge
Terms and Conditions
for One-to-One Language Tutoring

Definitions and Interpretations

Client: The party requesting LearnIt Cambridge to provide Tuition for themselves or for others (Learners). A Client must be over 18 years of age.

Induction Meeting: A preparatory meeting between the Client, LearnIt Cambridge's Director, and (if applicable) the assigned Tutor, covering administrative and didactic aspects before the first Lesson. Learners may be present too (when they are not the Clients).

Late: A Learner or Tutor is considered Late if they arrive within 15 minutes after the scheduled start time of the Lesson. For online Lessons, this includes IT-related delays.

Learner: The person receiving tuition. The Learner may or may not be the same person as the Client.

LearnIt Cambridge: The provider of Lessons through its Director or collaborating Tutors.

Lesson: A scheduled session between the Client and LearnIt Cambridge for which tuition is provided, and payment is required.

Lesson Fee: The agreed-upon amount charged per Lesson.

No-Show: A Learner or Tutor is considered a No-Show if they do not arrive within 15 minutes of the scheduled start time. For online Lessons, this includes IT-related absences.

One-to-One: A Lesson in which one Tutor teaches one Learner.

Recurring Time Slot: A booking priority for a specific time and day each week.

Tutor: The person delivering the Lesson. If unavailable, they may be substituted by a substitute Tutor.

Scheduling and Accounting

- Lessons are scheduled in advance, typically at the end of a calendar month for the

following month.

- A Recurring Time Slot is only guaranteed when the Client pre-books and pre-pays for at least three Lessons per month.
- Lessons must be booked and paid for in advance, by the deadlines specified by LearnIt Cambridge. Failure to pay on time may result in cancellation of scheduled Lessons.
- Payments must be made using the methods specified by LearnIt Cambridge.
- Late payment may result in Lesson suspension until the balance is settled.

Place of the Lessons

- Lessons take place online unless otherwise agreed.
- When in-person Lessons are conducted in public spaces (e.g., cafes), LearnIt Cambridge is not responsible for external disruptions.

Lesson Fees and Re-Enrolling

- Lesson Fees are determined in advance and detailed in the attached Special Conditions document.
- LearnIt Cambridge aims to maintain stable pricing but reserves the right to adjust fees with at least 30 days' notice.
- Clients who have had a break of 90 days or more should verify updated Lesson Fees before re-enrolling.

Lateness

- If a Learner is Late, the Tutor is under no obligation to extend the Lesson or reschedule missed time. No refunds or partial refunds will be given.
- If a Tutor is Late, the Learner may:
 1. Extend the Lesson to make up for lost time.
 2. Arrange to make up lost time at a later date.
 3. Request a pro-rata refund for lost time.

No-Shows

- If a Learner is a No-Show, the Lesson Fee is non-refundable and the Lesson will not be rescheduled.
- If a Tutor is a No-Show, the Client may:
 1. Reschedule the Lesson at no extra charge.
 2. Request a full refund of the Lesson Fee.

Postponements

- A Learner may request to reschedule a Lesson with at least 24 hours' notice, with the new date falling within 60 days of the original.
- If a Lesson is rescheduled more than once, the final date must still fall within 60 days of the original.

- If the Lesson is not rescheduled and completed within 60 days of the original date, the Lesson Fee is forfeited, and no further rescheduling is allowed unless otherwise agreed in writing by LearnIt Cambridge.
- If less than 24 hours' notice is given, the Lesson Fee is non-refundable.
- If LearnIt Cambridge needs to reschedule a Lesson, the Client may:
 1. Accept a new Lesson date.
 2. Request a full refund of the Lesson Fee.

Cancellation and Refund Policy

a) Cooling-Off Period

- Clients have a 14-day Cooling-Off Period starting from the date of their first payment or contract signing (whichever is earlier). If a Lesson is taken within this period, the Client may still cancel but will be charged for any Lessons received.
- Refunds will be issued for any unused Lessons, while fees for attended Lessons are non-refundable.
- Refunds will be processed within 14 business days from approval of the refund request.

b) Refunds After Cooling-Off Period

- Refund requests must be submitted at least 14 days before the scheduled Lesson(s).
- Lessons scheduled to take place within 14 days of a refund request are non-refundable, unless LearnIt Cambridge agrees otherwise.
- Lessons beyond the 14-day notice period will be refunded, minus a 30% administration fee (capped at £25/€30), unless LearnIt Cambridge agrees otherwise.
- Refunds will be processed within 14 business days from the date of approval of the refund request.

Force Majeure and/or Other Special Cases

- In cases of Force Majeure Events (e.g., natural disasters, power outages, serious illness), LearnIt Cambridge may reschedule Lessons or offer refunds at its discretion.
- Compassionate exceptions (e.g., bereavement, medical emergencies) may be considered on a case-by-case basis.

Breaks and Re-Enrolment

- If a Learner takes a break of 180+ days, re-enrolment is required, and fees/conditions may change.

Bank Holidays, Public Holidays and Annual Leave

- Lessons will not take place on public holidays in the Tutor's country unless otherwise agreed.
- Tutors' availability, including any planned absences (such as single days off or extended leave), will be communicated to Clients when scheduling lessons for the

month in which the absence occurs.

Attached Documents

- The attached documents form an integral part of this agreement and have the same legal effect.
- Clients must review and sign all attached documents before their first Lesson begins. Failure to do so may result in the suspension of Lessons until compliance is met.
- If updated versions of these documents are issued, Clients must review and sign them as required to continue Lessons.
- Lessons suspended due to Client non-compliance are non-refundable and may not be rescheduled.
- Attached documents include:
 1. Special Conditions
 2. Code of Conduct
 3. Data Retention Policy
 4. Safeguarding Policy (*if applicable*)

Limitation of Liability

- LearnIt Cambridge is not responsible for any indirect or consequential losses, including but not limited to:
 - Internet connection issues, device malfunctions, or other technical failures preventing attendance.
 - The impact of Lessons on academic performance, exam results, career progression, or any other external outcomes.
- Clients and Learners are solely responsible for ensuring they have a stable internet connection, functional devices, and a suitable environment for online Lessons.

Confidentiality and Data Protection

- LearnIt Cambridge complies with the UK General Data Protection Regulation (UK GDPR) and, where applicable, the EU General Data Protection Regulation (EU GDPR), ensuring that personal data is processed lawfully, fairly, and transparently.
- Personal data is stored securely using appropriate technical and organizational measures and is used solely for tuition-related purposes, including lesson scheduling, student progress tracking, and necessary administrative tasks.
- Personal data is not shared with third parties except when necessary for lesson delivery (e.g., tutors) or administrative purposes (e.g., payment processing), in compliance with GDPR requirements.
- Further details on how long personal data is retained and the procedures for data management can be found in the attached Data Retention Policy.

Changes to This and Other Attached Documents

- LearnIt Cambridge reserves the right to update these Terms and Conditions and other attached documents as reasonably necessary.
- Clients will be notified via email of any updates, with at least 7 days' notice before the changes take effect.
- Clients must review, sign, and return updated documents before their next scheduled Lesson or within 7 days of notification, whichever is later.
- Failure to sign updated documents may result in the suspension of Lessons until compliance is met.

If you have any questions or concerns regarding the above, you may contact the Director of LearnIt Cambridge, Dr. Daniele Pio Buenza, by phone at +44 7833 728553 or via email at school@learnitcambridge.co.uk.

I, the Client, have read the "Terms and Conditions for One-to-One Language Tutoring" and agree to abide by all terms outlined above:

CLIENT INFORMATION

Full Name (Print): _____

Signature: _____

Date: _____

DIRECTOR'S APPROVAL

Director's Name (Print): _____

Signature: _____

Date: _____