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LearnIt Cambridge's
Terms and Conditions
For Small-Group
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(s), 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 [also "The School"]: 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.

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

Small-Group Lessons: A Lesson in which more than one Learner is present. Small-Group Lessons include Two-to-One Lessons, Three-to-One Lessons, and Groups of Four. These Lessons are not offered in blocks but on a rolling basis. Learners are free to book at the end of a calendar month for Lessons in the following calendar month.

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

Scheduling and Accounting

- Lessons must be scheduled in advance. Small-Group Lessons are typically arranged at the end of a calendar month for the following month.
- The booking and payment of Small-Group Lessons must be completed before the deadlines specified by LearnIt Cambridge. Failure to pay on time may result in lesson cancellations.
- Payments must be made using the methods specified by LearnIt Cambridge.
- Late payments may result in the suspension of scheduled Lessons until the balance is settled.

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.

What happens when one or more students do not book?

a) Two-to-One Lessons

- If one student is unable to book a lesson, the other can choose whether to take a one-to-one lesson instead (see one-to-one lessons for pricing) or skip the session.
- If one student cancels after booking, the lesson still goes ahead, and the price remains the same for the other student.
- If frequent cancellations or absences disrupt the group dynamic, LearnIt Cambridge reserves the right to reconsider whether the group format should continue.

b) Three-to-One Lessons

- If one student doesn't book a lesson, the remaining students can choose whether to take a two-to-one lesson instead (the price of which will be outlined in the Special Conditions) or skip the session.
- If two students don't book, the remaining student can opt for a one-to-one lesson (the price of which will be outlined in the Special Conditions) or skip the session.
- If one or more students cancel after booking, the lesson still goes ahead, and the price remains the same for the others.
- If frequent cancellations or absences disrupt the group dynamic, LearnIt Cambridge

reserves the right to reconsider whether the group format should continue.

c) Groups of Four

- If one student doesn't book a lesson, the remaining students can choose whether to take a three-to-one lesson instead (the price of which will be outlined in the Special Conditions) or skip the session.
- If two students don't book, the remaining students can opt for a two-to-one lesson (the price of which will be outlined in the Special Conditions) or skip the session.
- If three students don't book, the remaining student can choose a one-to-one lesson (the price of which will be outlined in the Special Conditions) or skip the session.
- If a student cancels after booking, the lesson still goes ahead, and the price remains the same for the others.
- If frequent cancellations or absences disrupt the group dynamic, LearnIt Cambridge reserves the right to reconsider whether the group format should continue.

Place of the Lessons

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

Lateness

- If one or more Learners are 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 Learners 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 one or more Learners are a No-Show, the Lesson Fee is non-refundable and the Lesson will not be rescheduled.
- If the Tutor is a No-Show, the Client(s) may:
 1. Reschedule the Lesson at no extra charge.
 2. Request a full refund of the Lesson Fee.

Postponements

- All Learners in a Small Group must agree to request a rescheduling at least 24 hours in advance, with the new date falling within 60 days of the original.
- If one or multiple Learners, but not the entire group, requests to postpone, the Lesson will still go ahead for the remaining Learners. The requesting Learner(s) will forfeit the Lesson Fee unless otherwise agreed in writing by LearnIt Cambridge.
- If the entire group requests to reschedule, the new date must be scheduled within

60 days of the original.

- If the Lesson is not rescheduled and completed within 60 days, the Lesson Fee is forfeited.
- If less than 24 hours' notice is given, the Lesson Fee is non-refundable.
- If LearnIt Cambridge needs to reschedule a Lesson, the Client(s) 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 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 approval of the refund request.

c) Partial Group Cancellations

- If one or more Learners withdraw from the group, the remaining Learners may:
 1. Continue lessons under the adjusted format (e.g., a Three-to-One becomes a Two-to-One or One-to-One), with the corresponding pricing detailed in the Special Conditions.
 2. Withdraw from tuition altogether, in which case the standard cancellation and refund policies will apply.
- If the entire group cancels, the standard cancellation policy will be followed.

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

- If Learners take 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 Small-Group 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:
