

MFL & PART-TIME ENGLISH TERMS & CONDITIONS OF BOOKING

1. About These Terms

These Terms and Conditions apply to students booking our Modern Foreign Language (MFL) courses, including French, Spanish, German, Italian and other languages, delivered in daytime or evening formats, and our Part-Time English courses.

By booking a course and making payment, you confirm that you have read and accepted these Terms and Conditions. They form part of the agreement between you and Stamford Academy.

These Terms and Conditions are governed by the laws of England and Wales, and any disputes will be subject to the jurisdiction of the courts of England and Wales.

Age requirements: Unless otherwise stated for a particular course, students must be aged 18 or over at the time of booking. Students aged 16 or 17 may attend with written permission from a parent or legal guardian.

Nothing in these Terms and Conditions affects or limits any statutory consumer rights that cannot legally be excluded or restricted.

2. Booking and Payment

Payment in advance: Full payment is required before the course starts in order to secure your place. Places on our group courses are limited, and a booking is not confirmed until payment has been received.

What is included: Unless otherwise stated in the course description, course fees include tuition, core classroom learning materials, necessary photocopies and use of Stamford Academy facilities during scheduled lesson times.

What is not included: Personal textbooks, workbooks or other materials specifically identified as additional are not included unless stated otherwise. Official examination or assessment fees are also not included unless specifically stated in the course description. Where a personal textbook is recommended or required, Stamford Academy can advise students on obtaining a copy.

3. Cancellations, Transfers and Refunds

Our courses operate with small group sizes, so places are reserved specifically for individual students. The following cancellation provisions therefore apply.

All cancellation and transfer requests must be submitted in writing by email to **info@stamfordacademy.co.uk**.

Cancellation 14 or more days before the course starts

Cancellations made at least 14 days before the scheduled course start date are eligible for:

- A full refund of the course fee, less a £15 administration fee; or
- Transfer of the booking to a later suitable course, subject to availability, with no administration fee.

Cancellation 14 days or less before the course starts

Cancellations made 14 days or less before the scheduled course start date cannot normally be accepted and course fees will be non-refundable and non-transferable. These provisions are subject to any statutory cancellation or refund rights that may apply.

Online bookings and statutory cancellation rights

Where a course is booked online or otherwise at a distance, statutory consumer cancellation rights may apply. Where applicable, students have a 14-day cancellation period beginning on the date the contract is entered into.

If you expressly request that your course begins during this 14-day cancellation period, and subsequently exercise your statutory right to cancel, you may be required to pay for the proportion of the course or other services provided up to the point of cancellation, in accordance with applicable law.

Where a course has been fully provided during the cancellation period following your express request and acknowledgement of the applicable cancellation provisions, your statutory right to cancel may no longer apply. Nothing in these Terms and Conditions is intended to restrict or exclude any statutory consumer rights.

If Stamford Academy cancels or cannot run the course

If a course cannot run due to low student numbers or an error on our part, you will be offered one of the following options:

1. Running the scheduled course for the full duration at an adjusted fee, or running the course for a reduced number of weeks at the original rate;
2. Course credit or transfer of your place to an alternative course, start date or private tuition; or
3. A full refund of the fees paid.

We will discuss the available options with affected students and provide reasonable notice wherever practicable.

Missed Classes

If you miss an individual lesson due to illness, work, travel or personal reasons, we cannot offer a refund, fee discount or catch-up lesson.

4. Class Schedules and Changes

Minimum Numbers & Capacity: Our group courses rely on a minimum of 4 (four) students to run and are capped at a maximum of 8 (eight) students per class for both face-to-face and online formats.

Holidays & Closures: Classes will not run on UK Bank Holidays or during planned school closures, such as the Christmas break. Your course schedule will be adjusted accordingly to take these closures into account.

Changes to Tutors: We reserve the right to change assigned teachers where necessary to keep your course running smoothly. We will endeavour to ensure that any replacement tutor has appropriate experience and qualifications.

Changes to Class Schedules: We may occasionally need to change a lesson date or time. We will provide reasonable notice wherever practicable and will seek to minimise disruption to students.

Online Delivery: Where circumstances outside our reasonable control affect our ability to provide face-to-face teaching, including public health restrictions, severe weather, building issues or other events beyond our reasonable control, we may move classes online where reasonably practicable. Where a course is temporarily moved online, the course will continue to be provided and no automatic refund will arise solely because the delivery method has changed.

5. Course Levels and Progression

Students are responsible for making sure they join a course suited to their current language level. If you are unsure which level is appropriate, please contact Stamford Academy before booking and we will be happy to provide guidance where possible.

If you feel you are in the wrong level, please let us know in writing by email:

- Within the first 2 weeks for an 8- or 10-week course; or
- Within the first week for a 4- or 5-week course.

We will try to move you to a more suitable group if space is available. Course content, pace and activities may be adjusted by the tutor according to the needs and level of the group. Stamford Academy cannot guarantee a particular level of language proficiency or examination result following completion of a course.

Teaching Quality & Complaints

If you have concerns regarding teaching quality or your course experience, please inform Stamford Academy in writing as soon as possible so that we have a reasonable opportunity to investigate and, where appropriate, address the issue. We will consider any concerns carefully and aim to resolve them fairly and promptly. This does not affect any statutory consumer rights you may have.

6. Student Conduct & Safety

We expect everyone attending Stamford Academy to treat fellow students, staff and tutors with respect and courtesy. Students must follow reasonable instructions relating to health, safety and the use of Stamford Academy premises and facilities.

Misconduct: We reserve the right to ask a student to leave the course in cases of serious misconduct, threatening or abusive behaviour, or persistent disruptive behaviour that materially affects other students or staff. Where a student is removed from a course because of serious misconduct or disruptive behaviour, course fees will not normally be refunded, subject to the student's statutory rights.

Personal Property & Premises Liability: Stamford Academy is not responsible for any loss, theft or damage to personal belongings or vehicles brought onto or used in connection with the premises, except where liability cannot lawfully be excluded. Students are advised to keep personal valuables with them at all times. Nothing in these Terms and Conditions limits or excludes liability where doing so would be unlawful.

7. Privacy & Personal Information

We take the privacy and security of student information seriously. Personal information provided during booking or enrolment is used to administer your course, communicate with you about your booking and provide our services. Personal information will be handled in accordance with applicable UK data protection legislation and our Privacy Policy.

We may use appropriate third-party service providers where necessary to administer bookings, payments, communications or other aspects of our services.

Learning & Access Requirements

If you have any learning, accessibility or other support requirements that may affect your participation in a course, please let us know when booking or as soon as possible afterwards. We will consider reasonable steps to support your participation wherever practicable. Please only provide information that is relevant to your course or support requirements.

8. Force Majeure

Stamford Academy will not be responsible for failure or delay in providing a course where this results from circumstances beyond our reasonable control. Such circumstances may include serious illness, natural events, fire, flooding, significant building or utility problems, government restrictions, public health emergencies or other circumstances that could not reasonably have been prevented.

Where such circumstances arise, we will make reasonable efforts to continue providing the course, including by changing dates, tutors or delivery methods where appropriate.

9. Website & Form Enrolment

When booking online via www.stamfordacademy.co.uk, acceptance of these Terms and Conditions is completed electronically via a tickbox prior to form submission. The acceptance box will require you to confirm that you have read and accepted these Terms and Conditions before completing your booking.

By completing your booking and making payment, you confirm that you have read and accepted these Terms and Conditions. The version of the Terms and Conditions displayed on the website at the time of booking will apply to that booking.