



INFLUENTIAL ENGLISH SCHOOL TERMS & CONDITIONS 2025

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1. General Provisions & Definitions

This agreement (hereinafter referred to as the “Terms and Conditions”) constitutes the legally binding terms governing the relationship between *Influential English Ltd* (“we”, “us”, “our”), a private limited company incorporated under the laws of England and Wales, and the individual student or client (“you”, “your”, “student”) who enrolls in or otherwise engages with any educational course, service, or offering provided by us.

For the purposes of this agreement:

- **“Booking”** means a confirmed reservation of a course or service once full payment has been received and verified.
- **“Course”** refers to the structured language tuition or training program offered online or in person.
- **“Administration Fee”** denotes the mandatory, non-refundable charge applied to all enrolments for processing and documentation purposes.
- **“Writing”** or **“Written”** communications include but are not limited to email, digital forms, or any document submitted electronically unless otherwise specified.

All students, regardless of whether they apply directly or via an authorised agency or third-party intermediary, are equally bound by these Terms & Conditions unless explicitly stated in writing.

2. Personal Information & Data Protection

In accordance with the *Data Protection Act 2018* and the *UK General Data Protection Regulation (UK GDPR)*, you are required to provide accurate and up-to-date personal information, including your full legal name, contact details, and where applicable, passport and visa data.

We collect and process personal data solely for the following purposes:

- Verifying identity and immigration status
- Managing your enrolment and tuition
- Internal training, quality assurance, and statistical analysis
- Compliance with applicable UK legal or governmental requirements

All personal data will be securely stored and processed only by authorised personnel. We will not disclose your information to third parties except:

- As required to deliver contractual obligations
- Where legally mandated (e.g. UKVI, Home Office, police)
- With your express written consent

You have the legal right to access, amend, or request the deletion of your data. Requests should be submitted to: **info@influentialenglish.com**. A formal response will be issued within 30 calendar days.

3. Bookings, Enrolment & Payments

Bookings may be completed via our website, in person, by telephone, or by email. Once we have received your completed registration documentation and payment in full, your course will be considered confirmed and a legally binding contract will be formed.

Please note:

- Bookings are subject to availability and are not secured until payment has been confirmed.
- The **administration/registration fee** is mandatory and non-refundable under all circumstances.
- Tuition fees must be paid in full no later than seven (7) calendar days prior to the agreed course start date.
- Late or incomplete payment may result in course cancellation or denial of entry without prior notice.
- All fees must be paid in **Pounds Sterling (GBP)** and must include all applicable bank or transfer charges.

We reserve the right to refuse or revoke enrolment if payment is not received in accordance with our stated terms.

4. Cancellation & Refund Policy

4.A. Cooling-Off Period & Waiver (online courses only)

In accordance with UK consumer law, individuals who enrol through distance means typically have the right to cancel their booking within **14 calendar days** from the date of contract formation.

4.B Cancellation Before Course Start

Written notice of cancellation must be provided via email to **info@influentialenglish.com**. Refunds (excluding the administration fee) are issued based on the notice period as follows:

Notice Period Prior to Start Date	Refund Amount (Tuition Fees Only)
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More than 24 weeks	80%
Between 12 and 24 weeks	50%
Between 8 and 11 weeks	20%
Less than 4 weeks	No refund

Refunds, where applicable, will be processed within 15 working days from the date of written approval and issued in three equal monthly instalments.

4.C. After Course Commencement

As a general policy, **tuition fees are non-refundable once your course has started**, regardless of whether you attend all, part, or none of the scheduled classes. This policy reflects the commitment of resources, teacher allocation, and administrative services provided from the point of course commencement.

However, we understand that unforeseen life events can sometimes make continuing a course difficult. In such situations, students who experience **serious extenuating circumstances** — for example:

- Unexpected medical conditions or hospitalisation
- Bereavement of a close family member
- Severe mental health issues
- Visa-related emergencies outside the student's control

may submit a written request for review.

In these instances, **we may offer the following options at the discretion of the management:**

- **Pause or deferment** of the course to a later date
- **Transfer of credit** toward a future course
- In rare and exceptional cases, a **partial refund**

Students are encouraged to email **info@influentialenglish.com** with a detailed explanation and relevant supporting evidence (such as medical letters, legal notices, or death certificates).

While refunds after course commencement are not guaranteed, all genuine cases will be reviewed on an **individual basis with care and consideration**.

4.D. Visa Refusals

Students who require a visa to study in the UK are responsible for submitting a complete, truthful, and timely visa application. If your visa application is refused and you are unable to begin your course as planned, you may be eligible for a **partial refund**, provided the following conditions are met:

- You must email us a copy of the **official visa refusal letter** before your scheduled course start date.
- The refusal must **not be due to fraudulent, misleading, incomplete, or unverifiable documentation**.

In such cases, a refund of **up to 65% of the tuition fees** may be granted. The remaining **35% is retained to cover administrative and preparation costs**, but this retained portion is **not lost**. Instead, students may choose to apply it in any of the following ways:

- **Credit toward a future online course**
- **Credit for a shorter, non-visa course** at our school
- **A transferable voucher** that may be used by a **friend or family member** for any eligible course offered by Influential English Ltd

No refund will be issued if the visa refusal involves document falsification or serious breaches of UK immigration rules. Students are strongly encouraged to **appeal** a visa refusal where appropriate before requesting a refund. If no appeal is made, refund eligibility may be affected.

If you intend to reapply for a visa after a refusal, the **second application must be submitted through a UK-qualified legal immigration adviser or firm** to receive further documentation from the school.

In special or exceptional circumstances (e.g. delays caused by embassy errors, urgent medical issues), a refund or additional flexibility may be offered at the **discretion of the management team**, provided a written request and supporting evidence are submitted to **info@influentialenglish.com**.

Approved refunds will be issued in **three equal monthly instalments**, beginning **within 30 working days** after written approval.

5. Visa Students

It is your responsibility to:

- Ensure compliance with all UK immigration and visa rules
- Apply for a visa well in advance of your course start date
- Provide correct and complete documentation

- Inform us of your visa outcome within five (5) working days of receipt

Visa-related course documentation (e.g. confirmation letters) will only be issued **after** full payment has been received. If you fail to begin the course on time or provide false documentation, your place may be forfeited without refund.

6. Application & Tuition Fees

- Minimum enrolment age: **18 years**
- Tuition fees must be paid in full prior to course commencement.
- Fees are non-transferable and may not be applied to another individual.
- Tuition covers instructional time only. Students are responsible for:
 - Course books and materials
 - Exam fees
 - Insurance and travel costs
 - Social activities (where optional)

Books must be either purchased or borrowed before the start of your course.

7. Courses

- Courses must begin within 12 weeks of booking.
- You may defer your course start date **once** only, by submitting written notice at least 7 days in advance.
- Changes to course type, timing, or delivery format must be pre-approved and may be subject to additional charges.

We reserve the right to:

- Reallocate classroom space
- Change instructors
- Deliver online lessons when necessary
- Modify or substitute course materials

If a class is not viable due to low numbers, we may merge groups or offer alternatives.

8. Holidays

Holidays must be requested in writing **at least seven (7) days** in advance. Holidays can only be taken in full-week increments (Monday to Friday). Unused holidays are forfeited.

Holiday Allowance by Course Length:

-Courses booked for less than 3 weeks: No holiday entitlement
-Courses booked for 4-7 weeks: 1 week
-Courses booked for 8-13 weeks: 2 weeks
Courses booked for 14-23 weeks: 3 weeks
Courses booked for 24-29 weeks: 4 weeks
Courses booked for 30-35 weeks: 6 weeks
Courses booked for 36-39 weeks: 8 weeks
Courses booked for 40+ weeks: 12 weeks

For visa students, the maximum holiday entitlement is 15% of the duration of their course, and that holiday is allowed in addition to days in which the school is closed.

9. Closure Dates

We observe all UK public holidays. No additional lessons or refunds will be provided for sessions falling on these days. Additionally, the school will close for **two weeks during the Christmas period**, during which all courses are suspended.

10. Level of English & Placement

All students must complete an online placement test. We reserve the right to:

- Assign students to the appropriate level
- Adjust class level at any time
- Deny requests for reassignment if deemed inappropriate

11. Reduction of Lessons

If a class falls below the minimum viable number of participants, we reserve the right to:

- Merge or reschedule groups
- Offer alternative formats (e.g. reduced hours or private instruction)
- Change the student class time to ensure they remain in the appropriate level and in the event the school needs to close a group due to low student numbers
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We are not obligated to offer monetary compensation in these cases.

12. Student Conduct & Disciplinary Action

Unacceptable behaviour includes but is not limited to:

- Persistent absence or lateness
- Disruption of lessons
- Harassment, aggression, or discriminatory conduct
- Possession or use of alcohol or illicit substances on school property
- Intentional damage to school premises or property

We reserve the right to **immediately expel** any student for misconduct. Expelled students are **not entitled to a refund**. Legal action may be taken for damages.

13. Force Majeure

We accept no liability for loss, cancellation, or disruption caused by circumstances beyond our control, including but not limited to:

- Natural disasters
- War or political instability
- Public health emergencies
- Industrial action or civil unrest
- Failure of public transport or telecommunications

During such events, we may substitute online delivery or pause courses temporarily without refund.

14. Complaints Procedure

All complaints must be submitted in writing **as soon as the issue arises**. We cannot accept retrospective complaints made after the course has ended. Complaints should be addressed to **info@influentialenglish.com**.

15. Marketing & Media Consent

We occasionally take photos or video footage for promotional purposes. You have the right to opt out by informing us in writing before your course begins. Consent is assumed unless explicitly withdrawn.

16. Privacy Policy

We do not store payment card information. Personal data is never shared with third parties for marketing purposes.

17. Intellectual Property Rights

All content, course materials, lesson structures, and digital resources remain the exclusive property of Influential English Ltd. You may not copy, distribute, or reuse any content for commercial purposes without our prior written consent.

18. Liability Disclaimer

We are not liable for:

- Loss or theft of personal items
- Injury unless due to our proven negligence
- Disruption caused by third parties or transport failures
- Delays in visa issuance or legal approvals

Students are strongly advised to obtain comprehensive personal, travel, and health insurance.

19. Governing Law & Jurisdiction

These Terms & Conditions and all related matters shall be governed by the laws of England and Wales. All parties submit to the exclusive jurisdiction of the English courts.

20. Miscellaneous Provisions

- These Terms represent the entire agreement and supersede any prior understanding or arrangement.
- No third party has rights under the *Contracts (Rights of Third Parties) Act 1999*.
- Amendments must be made in writing and signed by both parties.

