



Learn English Confidently

Terms and Conditions

English Online School undertakes to provide its service to the best of its ability. The progress and overall success of each student is dependent on the combined efforts of both the teacher and the student.

Intellectual Property

All contents created by English Online School are the sole property of English Online School and are protected by Copyright Laws.

Confidentiality and Privacy

English Online School declares its legal obligation as a small business to not share any personal information without the customer's explicit consent unless legally required to do so.

English Online School works with students aged 18 and older only. By communicating with English Online School, you are confirming that you are aged 18 or older.

Data Collection

Your data is collected by English Online School when you submit forms, send emails or receive calls. Data includes your full name, age range, email address, phone number and any other information related to the service in question.

Retaining Student Data

English Online School collects personal data for the following reasons:

- To personalise the service to the student's needs.
- To communicate with students during their use of the service.
- To keep a record of the groups of people who require the service.
- To communicate with students in the unlikely event of legal or clinical circumstances.
- To inform students of future services should they request to be informed.

Data Protection

All data is kept confidential and secure. You have the right to request for your information to be deleted and destroyed at any time. Should you choose to do this, please understand that as English Online School uses your details to provide its services; by requesting for it to be deleted, you may not receive the full benefits of the services. You would be fully responsible for this by requesting that your details be deleted. Deletion will only occur when all outstanding costs have been paid.

Resources and Materials belonging to English Online School

All resources and materials created by English Online School are protected by Copyright Laws and should not, under any circumstances, be either sold to a third party or used to support anyone other than the student the resource was intended and created for.

Tests including the Pre-Course Test

All tests, including the pre-course test, are the sole property of English Online School and are protected by Copyright Laws.

Students are expected to complete the tests to the best of their ability without help to allow their English language level to be analysed accurately. This is so that the teacher can teach the student at a level appropriate to their English language ability. English Online School is not, therefore, responsible, should a student request help with a test and then accuse English Online School of teaching a student at an inappropriate level.

Payments

English Online School accepts payments online via bank transfer. All payments are due on receipt of invoice. Except for the trial lesson, lessons and courses are not confirmed until payment has been received.

Cancellation

English Online School has a non-cancellation policy. Therefore, if either student or teacher can no longer proceed with a lesson on a set date, the lesson will be ***postponed rather than cancelled***. The exception to this is circumstances involving inability to have the lesson. In such circumstances, cancellation requests **MUST** be made in writing along with written evidence of the inability to have the lesson.

Rescheduling/Postponing

Students - at least **seven days** in advance of booked appointment time.

English Online School - reserves the right to reschedule at any time.

Rescheduling and Postponing requests **MUST be made in writing** by both teacher and student.

Refunds

English Online School does not offer refunds except in exceptional circumstances where either student or teacher cannot postpone or reschedule lessons due to an inability to have a lesson.

Inappropriate, Offensive Language and/or Behaviour

English Online School does not tolerate any form of inappropriate or offensive language or behaviour. Such behaviour will result in appropriate action, such as:

- Warning
- Declined communication with English Online School
- Legal action

English Online School thanks you in advance for abiding by its Terms and Conditions and reserves the right to make changes when required without the prior knowledge of the users.