

## Brighter English Terms and Conditions

By booking a course with Brighter English you are agreeing to the following terms and conditions.

### Technology Requirements

To attend your course you will need use of a computer or laptop with a webcam, a good internet connection and headphones.

All classes will be held using Zoom. You are required to download the app in advance of your course start date. When attending your course, use the Zoom Meeting ID/URL Link provided. This will be sent to you by email after booking.

Please try to arrive 5 minutes early if possible. This will allow you to check your Internet connection is working properly and to set up your camera and headphones.

### Payments and Cancellations

All courses must be paid for in advance through the bookings page on our website. This can be done using PayPal or debit/credit card.

#### General English Classes

Subscriptions for General English group classes are paid monthly. Payments will be taken on the same day each calendar month and are non-refundable once paid, except for dates when the school is closed or if a class is cancelled by Brighter English.

Exceptions for extenuating circumstances:

- If you know in advance that you will be absent for two or more consecutive weeks in a month, please email the Course Director ([katy@brighterenglish.com](mailto:katy@brighterenglish.com)) at least 3 days before your payment due date.
- We will issue a refund for those weeks after the payment has cleared.
- We will do our best to keep your place in your existing class for the following month, but reserve the right to move you to a different class if there are no vacancies.
- Unfortunately we cannot give refunds if you do not give notice before the monthly subscription is paid.

If you wish to end your subscription, please let us know at least 3 days before your next payment is due.

#### Private Classes

If you are unable to attend a lesson you must give a minimum of 48 hours' notice. To do this, please email the Course Director ([katy@brighterenglish.com](mailto:katy@brighterenglish.com)). You will receive a refund for the cost of the lesson. Any lessons missed or cancelled with less than 48 hours' notice will not be refunded.

#### Exam Courses

To book a course you can pay either the total cost or a non-refundable deposit. If you choose to pay the deposit, you will be invoiced for the balance. This must be paid at least 7 days before the course starts.

Cancellations can be made up to 7 days before the course start date. We will be happy to refund your course costs minus the deposit. If for any reason Brighter English have to cancel your course, we will issue you with a full refund.

### Privacy Policy

All details given to Brighter English are confidential, kept securely and not passed on to third parties. They are only used in connection with Brighter English. Copies of information are destroyed within two years of your last use of our services.

Email addresses are added to a mailing list for information about our services, blog posts, upcoming deals etc. Every email sent includes information on how to unsubscribe or you can send a blank email to [unsubscribe@brighterenglish.com](mailto:unsubscribe@brighterenglish.com) with the subject line 'unsubscribe'.

### **Photographs and Video Clips**

Brighter English may take photographs, screen grabs or video clips of students during class time and these images may be used in the company's publicity or on its social media sites.

If you wish to withdraw your consent, please email [info@brighterenglish.com](mailto:info@brighterenglish.com)

Students may not take photos, screen shots or video recordings during the lesson without the consent of the teacher and other students.

### **Behaviour**

All students and teachers will maintain a high standard of behaviour throughout their course. Students must respect the viewpoints of other students and any cultural differences that may arise.

If broadband speed permits, students will keep their video stream 'on' for the duration of their sessions.

### **Complaints**

We make every effort to ensure that our students have the best online learning experience possible.

In the unlikely event you have any concerns or complaints, please first discuss this with your teacher. If the issue is not resolved, please contact us by email: [info@brighterenglish.com](mailto:info@brighterenglish.com)