

WHERE LANGUAGE LEARNING SHINES

Terms and Conditions

Website version | Private tuition, study skills and academic coaching

Effective 11 August 2026 | Contact: stellarlanguagelearning@gmail.com

These Terms explain how tuition and coaching are booked, paid for, changed and delivered. Full booking and correspondence details are supplied directly to each Client before payment and confirmed in writing.

Key terms at a glance

- Lessons are 60 minutes unless confirmed otherwise in writing.
- Individual lessons and packages are paid for in advance; regular lessons may be paid individually or monthly in advance, as agreed.
- Prepaid package credits have no expiry date.
- At least 48 hours' notice is required to cancel or request a change to a lesson.
- Up to the full lesson fee may be charged for a late cancellation or no-show where the reserved time cannot reasonably be filled.
- Seven days' written notice is required to end a regular lesson slot.
- All tuition at the Learner's home is individually quoted and offered at the Tutor's discretion.
- Professional indemnity and public liability insurance are maintained for the tutoring services.
- Most contracts agreed online or away from the Tutor's premises have a separate statutory 14-day cooling-off period.

About these Terms

Stellar Language Learning supplies private tuition and academic coaching as a sole-trader business. In these Terms, the person arranging and paying for the service is the Client, the person receiving tuition is the Learner, and Stellar Language Learning is the Tutor. The Client and Learner may be the same person.

Where the Learner is under 18, the Client must be a parent, guardian or other adult with legal authority to arrange the tuition and accept responsibility for payment and compliance with these Terms.

The contract consists of these Terms together with the written Booking Confirmation, accepted quotation, Cancellation and Rescheduling Policy, Privacy Notice, Safeguarding and Child Protection Policy and Complaints Procedure. The Booking Confirmation takes priority only for the specific booking details it records.

Services offered

Services may include:

- Spanish, French and Italian tuition for KS3, GCSE, A-level and adult learners;
- general, conversational and goal-based language learning;
- examination preparation, speaking practice, revision and feedback; and
- study skills and academic coaching for secondary, sixth-form and university learners.

The subject, level, objectives, lesson length, format and location will be agreed in writing. The Tutor may decline work outside her expertise, capacity, safeguarding arrangements or reasonable professional boundaries.

An initial consultation and personalised learner profile may be used to identify goals, strengths and areas for development. Initial level judgements may remain provisional until a diagnostic lesson has taken place.

Booking and formation of the contract

An enquiry or initial consultation does not create a booking. A contract is formed when the Tutor sends written confirmation after the Client has supplied the information reasonably requested, accepted these Terms and made any payment required to secure the booking.

Confirmation may be provided by email, invoice, booking form or another written method that the Client can save. The Client should check it promptly and report any error.

Prices, payment and packages

The price payable is the price shown in the current price list, accepted quotation, invoice or Booking Confirmation. Prices depend on the subject, level, duration, lesson format and location.

Lessons at the Learner's home are available only on a limited basis and are always quoted individually. Location, travel time, parking, scheduling, lesson level, safety and the Tutor's availability will be considered. An enquiry does not oblige the Tutor to offer a home visit.

Individual lessons and prepaid packages must be paid for in advance. Regular lessons may be paid individually or invoiced monthly in advance, as agreed in writing. Overdue payment may result in future lessons being suspended.

Package credits have no expiry date, are for the named Learner and are not transferable without written agreement. If the Learner changes to a service, level or format with a different price, any price difference must be paid before the affected lesson. Cancellation and no-show charges may be deducted from a package.

The Tutor may change prices for future lessons by giving at least 28 days' written notice. A change will not affect a lesson already paid for. Any refund due will normally be returned to the original payment method within 14 days.

Regular lesson slots

A regular booking reserves an agreed recurring lesson time and continues until ended by either party. It is not a fixed academic-year commitment unless the Booking Confirmation says otherwise.

The Client must give at least seven days' written notice to end a regular slot. Prepaid fees for lessons after the notice period will be refunded, less any amount properly due for lessons already supplied or late-cancelled.

Client cancellations and rescheduling

The Client must give at least 48 hours' notice to cancel or request a change to a lesson. Notice is effective when received through the agreed business email or booking channel.

With at least 48 hours' notice, the Tutor will offer a reasonable alternative time, credit or refund, subject to availability and the Booking Confirmation.

With less than 48 hours' notice, or where the Learner does not attend, the Tutor may charge up to the full lesson fee where the reserved time cannot reasonably be filled. Any charge will reflect a reasonable estimate of the Tutor's direct loss. If the slot is filled by another paying client, no cancellation fee will be charged for the replaced lesson.

The Tutor may waive or reduce a charge in exceptional circumstances at her discretion. A previous waiver does not create an entitlement to another waiver. Statutory cooling-off rights remain separate from this ordinary lesson-cancellation policy.

Lateness and non-attendance

If the Learner is late, the lesson will normally finish at the scheduled time and the full fee remains payable. If the Learner has not arrived or joined within 15 minutes and no contact has been received, the Tutor may treat the lesson as a no-show. For a Learner under 18, the Tutor will make a reasonable attempt to contact the Client.

If the Tutor is late, she will extend the lesson where reasonably possible or provide an appropriate credit, rearrangement or proportionate refund.

Cancellations by the Tutor

If the Tutor cancels, the Client may choose a reasonable rearranged time, credit or refund for that lesson. The Tutor will give as much notice as reasonably possible and will not charge for a lesson she is unable to provide.

Statutory 14-day cooling-off period

Where a contract is made at a distance, such as by email, telephone or online, or away from the Tutor's business premises, the Client will normally have 14 days from the day after the contract is made to cancel without giving a reason.

The Client may cancel by emailing a clear statement to stellarlanguagelearning@gmail.com. The message should identify the Client, the service and the contract date. No particular form is required.

If the Client wants a lesson to begin during the 14-day period, the Client must expressly request early commencement. If the Client then cancels after supply has begun, a proportionate amount is payable for services supplied up to cancellation. The cancellation right for a fully performed service is lost where the Client expressly requested early commencement and acknowledged that consequence.

Any refund due following statutory cancellation will be made within 14 days of the Tutor being informed.

Online lessons

The Tutor will confirm the platform or link. The Client is responsible for a suitable device, working camera and microphone where required, a stable connection and an appropriate learning environment. Access links must be kept private.

If a technical problem within the Tutor's control materially prevents the lesson, the affected time will be extended, rearranged, credited or refunded. If the Tutor remains available but the Client's equipment or connection prevents attendance, the lesson may remain payable, although reasonable efforts will be made to use an agreed alternative.

Lessons at the Tutor's home

The full teaching address is provided privately after booking and must not be published or shared except where reasonably required for the lesson. The Learner must arrive at the agreed time and be collected promptly. Tuition is not childcare.

A parent or guardian may leave a Learner under 18 only where agreed in writing and current emergency and collection details have been provided. The Client must disclose information necessary to make the lesson reasonably safe and the Learner must respect the premises and follow reasonable safety instructions.

Lessons at the Learner's home

A home visit is supplied only after the Tutor accepts an individual written quotation. The Client must provide accurate address, access, parking, household and safety information. For a Learner under 18, a responsible adult must remain on the premises and tuition must take place in a suitable communal learning area, not a bedroom.

The Client must provide a safe, smoke-free and reasonably quiet environment and secure any animal or hazard that could interfere with the lesson. The Tutor may leave or decline to begin where the environment is unsafe, threatening, discriminatory, inappropriate or materially different from what was disclosed. Where the issue was within the Client's control, late-cancellation terms may apply.

Health, illness and accessibility

Neither party should attend an in-person lesson where doing so would create a significant infection or safety risk. Where appropriate and mutually agreed, the lesson may be moved online.

Reasonable adjustments should be discussed before booking. The Tutor will consider reasonable requests in good faith but may decline a format or location she cannot deliver safely or effectively. Illness does not automatically remove a late-cancellation charge, although reasonable discretion may be used in exceptional circumstances.

Safeguarding and learners under 18

The Client must provide accurate emergency, medical and safeguarding information relevant to the lesson, keep contact and collection information current, and ensure the Learner understands the behavioural and online-safety expectations.

The Tutor maintains safeguarding procedures and a current DBS check suitable for her work. Information cannot be kept secret where the Tutor reasonably believes a child or another person may be at risk. Relevant information may be recorded and shared with the Client, emergency services, the local authority or another appropriate safeguarding body.

Private social-media contact with a Learner under 18 is not permitted. Communication must use agreed professional channels. Sexual, threatening, discriminatory, abusive or otherwise inappropriate behaviour may result in the lesson ending and the contract being suspended or terminated.

Study skills and academic coaching

Study skills and academic coaching is an educational service that may support organisation, planning, motivation, revision habits, goal setting, accountability and confidence in learning.

It is not counselling, psychotherapy, medical treatment, diagnosis, crisis support or specialist special-educational-needs assessment. It does not replace a doctor, mental-health professional, SENCO, school safeguarding lead or another regulated professional. If a concern falls outside the Tutor's role, coaching may be paused and suitable support recommended.

Learner responsibilities and educational outcomes

The Learner should attend punctually, bring agreed materials, participate respectfully and complete reasonable independent work where this forms part of the learning plan.

The Tutor will provide the service with reasonable care and skill. Progress depends on factors including attendance, effort, prior attainment, school provision and assessment decisions. No particular grade, examination result, level of fluency, admission decision or other outcome is guaranteed.

The Client remains responsible for examination entries, deadlines, school communication and current awarding-body requirements unless a specific administrative task is agreed in writing. The Tutor will not complete assessed work, impersonate the Learner or provide assistance that breaches institutional rules.

Learning materials and intellectual property

Copyright in materials created or supplied by the Tutor remains with the Tutor or the relevant third-party owner. The Client and Learner may use supplied materials only for the Learner's personal education. They must not sell, publish, upload, distribute, copy for others or commercially exploit them without written permission.

Recording, photographs and publicity

Lessons must not be audio-recorded, video-recorded, photographed, streamed or screen-captured unless agreed in writing beforehand. Appropriate parental or guardian consent is required for a Learner under 18.

The Learner's name, image, work, testimonial or results will not be used for marketing without separate, specific permission. Refusing marketing consent will not affect access to tuition.

Confidentiality and data protection

Personal information will be handled in accordance with applicable UK data-protection law and the Stellar Language Learning Privacy Notice. Educational discussions and records will be treated confidentially, subject to safeguarding, legal, insurance and professional obligations.

The Client must ensure that information supplied about the Learner is accurate and that the Learner receives age-appropriate information about how their data is used.

Liability and insurance

The Tutor is responsible for loss or damage that is a foreseeable result of a breach of these Terms or failure to use reasonable care and skill. The Tutor is not responsible for unforeseeable loss, business loss arising from a consumer booking, or loss caused by inaccurate information or failure to follow reasonable instructions.

Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights, or any other liability that cannot lawfully be excluded. Professional indemnity and public liability insurance appropriate to the tutoring services are maintained, subject to the relevant policy terms and limits.

Suspension and termination

Either party may end a regular arrangement with at least seven days' written notice. The Tutor may suspend or terminate immediately for a serious safeguarding or safety concern, abusive or discriminatory behaviour, non-payment, unlawful conduct, material dishonesty, repeated serious disruption or another material breach.

When the contract ends, fees remain payable for services already supplied and any fair cancellation charge already incurred. The balance of unused advance payments will be refunded after deducting only sums properly due and reasonable direct losses.

Events beyond reasonable control

Neither party is responsible for delay or failure caused by an event genuinely beyond reasonable control. The affected party must provide notice as soon as reasonably possible and take reasonable steps to reduce disruption. If a lesson cannot be supplied, a rearrangement, credit or refund will be offered.

Complaints

A concern should first be raised by emailing stellarlanguagelearning@gmail.com with an explanation of what happened, the outcome sought and any relevant dates or documents.

The Tutor will normally acknowledge a complaint within five working days and aim to provide a substantive response within ten working days. More time may be required for a safeguarding matter or where information must be obtained from another person. The full Complaints Procedure is supplied to clients and is available on request.

Changes to these Terms

These Terms may be updated for future bookings or to reflect legal, safeguarding, insurance or operational changes. For an ongoing regular arrangement, at least 28 days' written notice will be given of a material change unless an urgent legal or safeguarding change requires earlier action. A Client who does not accept a material change may end the arrangement before it takes effect.

General legal terms

If a provision is found unlawful or unenforceable, the remaining provisions continue to apply. A delay in enforcing a right does not waive it. The Client may not transfer the contract without written agreement.

No person other than the Tutor and Client has a right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999, without restricting any independent legal right of the Learner.

These Terms and the contract are governed by the law of England and Wales. The courts of England and Wales have jurisdiction, although a consumer living elsewhere in the United Kingdom retains any right to bring proceedings where they live.

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