

1. TERMS & CONDITIONS

2. MEMBERSHIP OPTIONS / BOOKINGS

2.1 All memberships (except Trials) are **12-month contracts** with one month free trial paid, via a monthly subscription. Payments are made via Direct Debit, and once established, payments will be taken on the 1st of each month.

2.2 It is a condition of acceptance that members agree to be bound by these terms and conditions.

2.3 Depending on the package, sessions will be either 45–50 minutes or 25–30 minutes long. This allows me enough time after each session to tidy up (if in person) and prepare for the next one.

3. PRICING

3.1 Information is available on the pricing page:

<https://www.elieclanguages.com/plans-pricing>

Pricing is subject to change by Elie Cardero.

5. LATENESS POLICY

5.1 If the student is late to a class, it cannot be extended and will end at the scheduled time.

5.2 If I am late, additional time will be added to the class or to a subsequent session, at my discretion.

5.3 If you are more than 15 minutes late and have not contacted me, I may be occupied with other tasks such as admin, cleaning, or I may have left the premises. No refunds will be given in this case.

6. CANCELLATION / REFUND POLICY

6.1 Payment for all classes must be made in accordance with the relevant payment option prior to any sessions.

6.2 Cancellations must be made at least 24 hours in advance. Any cancellation within 24 hours of the class will not be refunded.

Severe weather conditions are the only exception. This refers to dangerous meteorological phenomena that may cause damage, serious disruption, or loss of life.

This 24-hour rule is in place to prevent last-minute cancellations. If cancelled within 24 hours, you will be charged full price, as the slot could have been filled by another student.

If I am obliged to cancel a class within 24 hours of the start time, you will be offered an alternative time and date.

6.3 Memberships may be suspended up to twice within a 12-month period. Each suspension may last between 2 and 4 weeks. Additional weeks will be charged at £5 per week in advance. Billing will be paused during the suspension and resumed at the end of the contract period. You must provide 30 days' notice to request a pause.

6.4 Memberships may also be suspended for medical reasons, provided a doctor's note is supplied.

6.5 Memberships may be cancelled at any time after the 6-month contract. A notice of at least one full payment period (one full month) prior to the next payment is required to avoid further charges.

If you wish your contract to end after 12 months, you must submit your cancellation notice before the start of the 11th month (i.e., before the end of the 10th month). After the 12-month term, your contract becomes rolling, and the same one-month notice applies for cancellation.

6.6 Each membership is a 48-week package, paid over 52 weeks. This means you pay for 48 weeks of learning, spread over 12 months. You may front-load or back-load sessions before your own holiday, subject to availability and at my discretion.

Any additional sessions listed in the diary will be managed at my discretion. I take 4 weeks off per year for holidays. If a student leaves before the 12-month term ends, I will take this into account when reviewing their package.

For students who attend in-person lessons, there may be occasions when sessions need to take place online. Please keep this in mind when signing up.

6.7 Your 11 months of learning will be paid for via 12 monthly payments through the Wix payment system.

6.8 There is no monthly rollover for unused sessions.

6.9 I certify that I am the holder of the credit/debit card provided during the sign-up process via the Wix payment system.

7. SUSPENSION OF SERVICE

7.2 I reserve the right to reduce the number of classes during Bank Holidays and over the Christmas/New Year period.

10. GENERAL

10.1 I may update these terms and conditions from time to time. By using the site, you agree to be bound by the current terms and conditions, which form the entire agreement and supersede any previous arrangements or representations.

11. AGREEMENT

11.1 I understand that by completing payment and becoming a member of Elie C Languages, I am entering into a contract and agreeing to the terms and conditions outlined above.

THE NOT-SO-SMALL SMALL PRINT

Why is there a 24-hour rule?

This policy prevents last-minute cancellations. If a session is cancelled with less than 24 hours' notice, the full price will be charged and the session cannot be rescheduled. This is because the slot could have been given to another student.

Exceptions: dangerous weather conditions only.

If I am obliged to cancel a class within 24 hours, you will be offered an alternative time and date.

Why is my membership based on 48 weeks rather than 52?

Membership covers 48 weeks of lessons, spread across 52 weeks of payments. This allows for holidays—both yours and mine. You can front-load or back-load sessions before your own holiday, subject to availability.

Additional sessions may be added throughout the year at my discretion.
Payments are made over 12 months via Direct Debit. No monthly rollovers apply. Four weeks are allocated for my annual holidays, which I will notify you about in advance.

What happens if I'm late?

If you're more than 15 minutes late and have not contacted me, I may be unavailable or engaged in other tasks. No refunds will be given in this case.

What if I want to pause or cancel my membership?

If you cancel and later return, the membership rates at the time of your return will apply. You can cancel anytime after the 6-month contract ends, but you must give one full payment month's notice.

If cancelling at the 6-month mark, notify me before the 5th month begins.

After 6 months, you move to a rolling contract—still requiring one full month's notice for cancellation.

This also applies to one-month rolling contracts.