

TERMS & CONDITIONS – ABC LIVE ONLINE LESSONS

These booking terms relate to all ABC LIVE bookings made direct or via our agent partners with ABC Languages (a trading name of Group Study Holidays (GSH) Limited).

Payments

Students are asked to pay in advance for each course and are subject to a 4-week minimum course length. Course are sold in blocks of 4 weeks, 8 or 12 weeks and are renewable, by agreement. ABC LIVE – Tailored courses are available to book 'per lesson'.

Payment of fees must be received in full at the time of booking. Payment may be made by bank transfer or online by credit/debit card. Payment must be made in Pounds Sterling. To make a transfer to our UK bank account, please contact us for our account details. If paying by bank transfer, payment must include ALL bank transfer charges (including any intermediary charges).

If payment in full has not been received, you will not be allowed to start your online course.

Refunds & Cancellation prior to arrival

Cancellation charges are as follows:

- 29 days or more before commencement, no cancellation charge.
- Between 28 days and 15 days before commencement: 50%
- 14 days or less before commencement: 100%

'Commencement' means the course start date.

Distance Selling Regulations

If you reside in a country which is part of the European Union and have purchased an ABC Live course without face-to-face contact, you have the right to change your mind and receive a full refund within 14 days of purchase, but only if you have not had more than one group class. ABC LIVE – Tailored lessons are non-refundable.

Termination of course after commencement

No refunds of online tuition fees will be given by Group Study Holidays (GSH) Limited once the student has started his/her course.

No refunds of tuition fees will be given by Group Study Holidays (GSH) Limited should the student be unable to attend their online lesson for whatever reason. Courses may not be extended to include any days/weeks tuition missed.

Moodle

Group Study Holidays (GSH) Limited accepts no responsibility for the availability and services of the online teaching platform provided by Moodle and reserves the right to cancel/postpone classes at short notice.

Group Study Holidays (GSH) Limited will endeavor to inform students in advance of any pre-planned site maintenance work/downtime on the Moodle site and will reschedule classes where possible.

Group Study Holidays (GSH) Limited accepts no responsibility for any issues that a student has relating to their own technology, including but not limited to; internet connection, computer, mobile, or tablet capability, audio and video problems.

Refund Payments

Refund payments will only be made to the person or organisation from whom we received the fees. Refunds to individual students can only be made if he/she originally paid the fees directly to Group Study Holidays (GSH) Limited. All refunds will be made to the original payer's bank account or credit/debit card and will not be made in cash.

Changes to Enrolment

Group Study Holidays (GSH) Limited reserves the right to charge an Administration Fee of £50 each time the course is changed after Group Study Holidays (GSH) Limited has confirmed the initial enrolment. 7 days notice must be given if a student wishes to make changes to their online course.

Trial Lesson

Group Study Holidays (GSH) Limited reserves the right to withdraw or modify the *ABC LIVE TASTER* trial class without prior notice and with no liability.

Behaviour & Expulsion

Group Study Holidays (GSH) Limited reserves the right to expel students for unacceptable behaviour including, but not limited to, cyber bullying, abuse, harassment (including sexual harassment), malicious communication and sharing grossly offensive material.

Photography & Filming

Students agree that some lessons, in full or in part, may be recorded for pedagogical purposes.

Students agree that photographs, videos, artwork or other works, as well as recorded or written testimonials; may be used, stored or transferred internationally by Group Study Holidays (GSH) Limited, or by a third party agent, for promotional purposes including printed and online marketing materials and on any social media network without further consent or notification. If students do not wish to participate, Group Study Holidays (GSH) Limited will respect their wishes.

Website

The information contained on our website is for general information purposes only. The information is provided by Group Study Holidays (GSH) Limited and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage, or any loss or damage whatsoever arising from loss of data of profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Group Study Holidays (GSH) Limited. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Every effort is made to keep the website up and running smoothly. However, Group Study Holidays (GSH) Limited takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Force Majeure

Group Study Holidays (GSH) Limited will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is occasioned by any cause beyond Group Study Holidays (GSH) Limited's reasonable control; nor shall Group Study Holidays (GSH) Limited be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster and unusually adverse weather conditions.

Data Protection

To find out how we handle your data, please look at our [Privacy Policy](#).