

Contents

General Terms and Conditions	2
Online Tuition	3
Face-to-Face Tuition	4
Webinars and English Club (Online)	5
Immersive English Holiday Courses	6
Accelerator English Training Courses	8

General Terms and Conditions

Confidentiality:

- All course materials provided to you are for personal use and must not be shared, reproduced, or distributed.
- The clients agree to maintain the confidentiality of any proprietary information disclosed during the course.

Photography

- By registering, you consent to being photographed and authorise the use of images, unless you inform otherwise.

Expectations:

- Get Set Go English is committed to providing a safe and conducive learning environment for all our students. The clients are expected to adhere to high standards of behaviour and conduct in line with Get Set Go English policies during their participation in courses.
- Prohibited behaviours include harassment, disruptive conduct, property damage, illegal activities, violence, and endangering oneself or others. Get Set Go English reserves the right to take disciplinary action, including suspension, or expulsion, without refund.

Liabilities and Indemnities:

- Get Set Go English will not be liable for any loss, damage, injury, or expenses incurred during any course, unless caused by our gross negligence or wilful misconduct.
- As course provider, Get Set Go English strives to provide high-quality services and experiences to clients. However, it is important to understand that any advice or guidance offered is based on professional knowledge and expertise, but it may not guarantee specific outcomes or results.

Online Tuition

Bookings:

- Date and time of lessons will be agreed on a mutual basis and according to the availability of the teacher.

Online Safety – Under 18s:

- For the online safety of everyone, it is recommended that children are supervised whilst online.
- Parents / guardians may join sessions but are asked not to participate.

Cancellations:

- Wherever possible, the client is requested to give a minimum of 24 hours' for any cancellation.
- Cancellations made less than 24 hours' before the scheduled lesson may be charged.
- Get Set Go English will endeavour to reschedule lessons wherever possible at a mutually agreeable time.
- In the event that sessions are cancelled by the teacher, a full refund will be given.

Payment

- All sessions are payable in advance. A schedule and joining instructions will only be confirmed upon receipt of payment.
- Payments are accepted in Pound Stirling.
- The client is responsible for paying all foreign transfer fees applicable to the transaction.

Face-to-Face Tuition

Bookings:

- Date and time of lessons will be agreed on a mutual basis and according to the availability of the teacher.

Under 18s Safety:

- It is recommended that a parent / guardian is present during face-to-face lessons.

Cancellations:

- Wherever possible, the client is requested to give a minimum of 24 hours' for any cancellation.
- Cancellations made less than 24 hours' before the scheduled lesson may be charged.
- Get Set Go English will endeavour to reschedule lessons wherever possible at a mutually agreeable time.
- In the event that sessions are cancelled by the teacher, a full refund will be given.

Payment:

- All sessions are payable in advance. A schedule and joining instructions will only be confirmed upon receipt of payment.
- Payments are accepted in Pound Stirling.
- The client is responsible for paying all foreign transfer fees applicable to the transaction.

Webinars and English Club (Online)

Online Safety:

- For the online safety of everyone, it is recommended that children are supervised whilst online.
- Parents / guardians may join sessions but are asked not to participate.

Cancellations:

- Wherever possible, the client is requested to give a minimum of 24 hours' for any cancellation.
- In the event that sessions are cancelled by the teacher, a full refund will be given.

Expectations:

- Please be on time for sessions (or clearly communicate any unavoidable delays). Late attendance to group sessions may result in non-admittance.

Payment

- All sessions are payable in advance. A schedule and joining instructions will only be confirmed upon receipt of payment.
- Payments are accepted in Pound Stirling.
- The client is responsible for paying all foreign transfer fees applicable to the transaction.

Immersive English Holiday Courses

Please read the following terms and conditions carefully along with the general terms and conditions before engaging in an immersive English holiday course. These terms and conditions outline the rights and obligations between the course provider (Get Set Go English) and the organiser and course participants (referred to the client).

Bookings:

Date and time of courses will be agreed on a mutual basis and according to the availability of teacher(s). The course programme, including details of academic and excursion activities, will be clearly communicated before commencement of the course.

Payment:

Deposit

- Course schedule will only be confirmed upon receipt of 20% deposit.
- Deposits are non-refundable.

Payment

- Course fees are payable in full in advance 28 days before commencement of course.
- Electronic payment or bank transfer accepted.

Currency

- Payments are accepted in Pound Stirling.
- The client is responsible for paying all foreign transfer fees applicable to the transaction.

Other Costs

- Costs of facilities hire, entrance fees, and transportation for activities as outlined in the course programme are included in the cost of the course.
- Any additional travel costs incurred by Get Set Go English may be charged at 40p per mile.
- The clients' own expenses for travel to and from the UK or for accommodation are not included in the cost of the course.
- Costs for a host family experience may be taken on behalf of the host and charged separately.
- The clients' own expenses for additional social events not included in the programme are not included in the cost of the course.

Course Delivery:

- Teaching will take place both in the classroom and dynamically during excursions and activities. Get Set Go English endeavours to provide a suitable learning environment for both classroom teaching and dynamic teaching during excursion and other activities.
- Get Set Go English will provide qualified teachers, course materials, and learning resources.

Cancellations:

- In the event of cancellation by the client, deposits are non-refundable. Balance payments are refundable up to 28 days before commencement of the course. For cancellations within 28 days of course commencement, all payments are non-refundable.
- In the case of illness which restricts travel, Get Set Go English reserves the right to offer a substitute teacher or to reschedule the course.
- Get Set Go English has the right to refuse or cancel bookings in exceptional circumstances. In the event of cancellation by Get Set Go English, all payments received will be returned.

Liabilities and Indemnities:

- Get Set Go English strongly recommends that you book travel, health, and cancellation insurance for the duration of your trip.
- By accepting these terms and conditions, the client agrees to the participation in activities as outlined in the course programme and do so at your own risk.
- Whilst Get Set Go English takes a safety-first approach to courses, overall responsibility for the welfare of the students both on and off campus during the course remains with the client.
- As tour operator, Get Set Go English strives to ensure a high level of quality and safety for all courses. Arrangements made or advice given is done so based on professional knowledge and expertise. However, It is the clients' responsibility to make informed decisions and take appropriate actions based on the information and recommendations provided. This includes but is not limited to arrangements made for accommodation.

Accelerator English Training Courses

Please read the following terms and conditions carefully along with the general terms and conditions before engaging in an accelerator English training course. These terms and conditions outline the rights and obligations between the course provider (Get Set Go English) and the organiser and course participants (referred to the client).

Bookings:

Date and time of courses will be agreed on a mutual basis and according to the availability of teacher(s). The course programme, including details of academic and other activities, will be clearly communicated before commencement of the course.

Payment:

Deposit

- Course schedule will only be confirmed upon receipt of 20% deposit.
- Deposits are non-refundable.

Payment

- Course fees are payable in full in advance 28 days before commencement of course.
- Electronic payment or bank transfer accepted.

Currency

- Payments are accepted in Pound Stirling.
- The client is responsible for paying all foreign transfer fees applicable to the transaction.

Other Costs

- Get Set Go English's costs for travel, accommodation, and other expenses as set out in the programme are included in cost of the course.
- Any additional travel costs incurred by Get Set Go English may be charged at 40p per mile.
- The clients' own expenses for travel and social events are not included in the cost of the course.

Course Delivery:

- The client is responsible for providing a suitable learning environment, including adequate chairs, tables, white boards, and projection equipment for the duration of the course.
- Get Set Go English will provide qualified teachers, course materials, and learning resources.

Cancellations:

- In the event of cancellation by the client, deposits are non-refundable. Balance payments are refundable up to 28 days before commencement of the course. For cancellations within 28 days of course commencement, all payments are non-refundable.
- In the case of illness which restricts travel, Get Set Go English reserves the right to offer a substitute teacher or to reschedule the course.
- Get Set Go English has the right to refuse or cancel bookings in exceptional circumstances. In the event of cancellation by Get Set Go English, all payments received will be returned.

Liabilities and Indemnities:

- Whilst Get Set Go English takes a safety-first approach to courses, overall responsibility for the welfare of the students both on and off campus during the course remains with the client.