

General Terms and Conditions

Please read these Terms and Conditions carefully before you make your booking. If you have any questions, please do not hesitate to contact us.

If you are 16 or 17, you need to have the written permission from your parent or guardian to study on our group adult courses. Please ask your Sales Advisor about anything you do not understand.

I. GENERAL AND DEFINITIONS

We/Our/Us/School: Speak Up London LTD, 139 Oxford Street, W1D 2JA London.

You/Your/Student: Indicates you: the person who has booked our services.

Booking: your booking for one of our courses or services when payment has been received.

Courses: the language training advertised on our website, in our brochure or explained in person.

Services/performance: Any interaction with us involving your booking, taking lessons and receiving tuition.

Administration/Registration Fee: is the cost of all school letters, administrative help and work involving your registration.

Location: all lessons are delivered on site, or online if public health measures call for this temporarily. The school is located at 139 Oxford Street W1D 2JA, London, however, the School reserves the right to change the location of courses and other sites can be used.

Writing or written: When we use these words below, this includes e-mail or WhatsApp unless we say otherwise.

ETO: Educational Travel Operator

The same Terms and Conditions apply to all students (coming directly or from ETOs) unless we say otherwise.

II. BOOKINGS, REGISTRATION FEE AND PAYMENTS:

a. Bookings

Bookings can be made on our website, directly at the school or via an authorised ETO. Bookings are made by completing and submitting the booking form with payment of the fees. The terms contained in this document will become binding once the booking is paid (part or full), application form is submitted and you have received a booking confirmation. This is when a contract is created between you and us. When you make a booking with us, this does not mean that we have accepted it until you have received a booking confirmation. If, from time to time, we are unable to supply the agreed course, we will inform you and try our best to offer you a similar course.

b. Registration fee

The registration fee is a mandatory fee for all bookings, per person paid once per year. It must be received in full before the course start date.

c. Learning material fee

Every morning, midday, afternoon or evening group course will have a learning material fee attached to it (please note that for intensive courses fee will be doubled). The school operates on a termly basis of 12-13 weeks each. If your course covers two or more terms, you will need to buy a new book for each new term. For courses of 1-3 weeks, a coursebook rental option is available. In this case, the learning material fee is still applied, but the student will receive a £15 refund of the learning material fee on return of the undamaged coursebook. It is the student's responsibility to check for damage before accepting the rental book.

The learning material fee does not apply to the Saturday and individual courses.

d. Tuition Payments

Payments may be made by bank transfer, credit/debit card and other secure online payment methods. It must be received in full before the course start date. If you are booking a course for more than Eight (8) weeks, you can ask us before booking / making a payment, for the possibility to pay in Two (2) instalments. In this case, we must receive the equivalent of half of your course period as per our pricelist and all relevant enrolment fees upfront, then the remaining balance at a later, pre-agreed date. This is not applicable for visa nationals (see regulation paragraph: Visa Student).

We will give you a clear payment plan, which you must follow to pay any outstanding balances. If your payment is late, you will not be allowed to attend your classes until you pay. If after 5 working days from the agreed date we do not receive your payment, we will cancel your course and any services attached to it and you will not receive any refund.

Payments must cover all bank/transfer charges and any exchange rate changes. The student is responsible for making sure the payment is received. We reserve the right to refuse any method of payment at any time for any reason.

Please note that all accommodation payments must be made in full before arrival. There is no instalment option for accommodation payments. See terms and conditions for accommodation for full details.

III. CANCELLATION AND REFUNDS

There are no refunds once you have started your lessons.

a. General

Any refund or cancellation requests need to be done via: <https://www.speakuplondon.com/refund> and start from the date we receive such notice. Terms given for cancellation periods are based on the school's normal working hours (i.e. 9.00-17.00 UK time, Monday to Friday). If a cancellation request is received outside normal working hours, the notice period will be counted from the next working day. Any refund **must** be paid using the same method you used to pay for our services. As a guideline, requests for refunds will normally be processed within sixty (60) calendar days of receipt of the request. Failure to submit bank details, if requested, non-response to emails requesting more information, etc, can cause further delays. Please note that the student will be responsible for any bank charges / handling fees in processing the refund. Fees are not transferrable to other students.

Registration fees, accommodation booking fees, visa support letter fees, professional visa advice fees and courier fees are non-refundable. Learning material fees are part-refundable before the start of the course, with 50% of the fee retained by Speak Up London to cover administrative costs and stock handling.

b. Additional charges

Additionally, we will retain a cancellation charge based on the length of your course booking:

Cancellation more than 14 days before start date:

Length of booking	Cancellation charge
1-3 weeks	£50
4-7 weeks	£100
8-13 weeks	£150
14-23 weeks	£200
24 weeks +	£250

c. Cancellation less than 14 days before the start date:

Speak Up London will keep the cancellation charge plus an additional 1-week course fee if a student cancels the course less than 14 days before their start date.

d. From day 1 of the course:

From the first day of the course (defined by the start date on your booking confirmation), there will be no refunds, i.e. the entire course fee will be retained by the school.

d. Cancellation with no start date indicated

The course start date must be specified within a maximum of 30 days from the payment of course fees. In the event that no course start date has been selected and a student requests a refund, Speak Up London will retain 50% of the course fees.

We allow up to 2 changes to the start date if communicated min. 7 days prior to the beginning of the course. Any additional changes will be charged £49 per change. The new start date must fall within 6 months of the original start date.

e. Distance contract

If the contract formed with the student is deemed to be a Distance contract, the student shall have the right to cancel the contract within fourteen (14) calendar days from the first payment received. To exercise the right to cancel, the student must inform us of their decision to cancel their course via: <https://www.speakuplondon.com/refund> before the cancellation period has expired. Before the start of the course, if the student exercises their right to cancel during this period, they will receive a refund of all amounts already paid less the cost of any services already performed and the administration fee. The cost of any services performed will amount to 10% of whatever the student has paid to cover any loss incurred by us not being able to offer that place to another student. However, if the student begins their course during the fourteen (14) day period, the student cannot exercise their right to a refund. In fact, by commencing lessons, you waive your right to any refund.

f. Bookings from ETO

Please consult your ETO for refunds.

IV. VISA STUDENT

To study at Speak Up London, you must present a valid document stating your right to study in the UK.

To support your visa application, we can issue formal confirmation letters to support your arrival in the UK (also referred to as: visa support letters) for the following two types of visa:

- Standard Visitor Visa - for courses of less than 6 months (non-refundable £49)
- Short-term Study Visa - for courses of 6-11 months (non-refundable £49)

Please note that Speak Up London cannot support applications for Student Visas and does not issue CAS numbers. It is your responsibility to apply for the correct type of visa. If a visa rejection occurs due to the wrong choice of visa type, you will not be entitled to a refund.

For students who have been issued a visa there will be no refund if they then decide to cancel their course.

a. Booking and visa queries

It is the responsibility of the student to decide how far in advance they need to apply for a visa, and to allow sufficient time to obtain a visa. Please note that from 2025, nationals of many countries will need an ETA (Electronic Travel Authorisation) for visiting the UK for up to 6 months.

It is your responsibility to arrange all applicable travel permits or visas, to have a valid passport and possess the appropriate leave to remain for the whole period of study. If the length of your course exceeds the period you are allowed to stay in the UK, you will not be entitled to any refund. See the following website for further details: <https://www.gov.uk/check-uk-visa>.

Payment must be received in full before any visa support documents are issued. Any partial payments will be clearly reflected on the booking confirmation or provisional booking confirmation documents. Any provisional bookings can be made upon receipt of the agreed deposit amount.

We can only give limited advice in regards to visas; however, it is the responsibility of the applicant to ensure that they follow the most updated regulations / processes. We cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions. We cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the existing regulations at the time.

Immigration Advice

Speak Up London recommends using registered immigration advisors for your visa application, who can provide professional advice by helping you choose the correct visa, prepare your application accurately and avoid common mistakes that lead to delays or refusals.

Speak Up London partners with registered immigration advisors and offers a discounted rate for applications.

Length of booking	Comment	Visa advice fee
up to 6 months (Standard Visitor Visa)	optional visa advice service	£189
6-11 months (Short Term Study Visa)	<u>mandatory visa advice service for any booking</u>	£250

NB: the mandatory visa advice service does not apply to ETO bookings.

There is a charge of 50GBP each time documents have to be sent by courier.

b. Student visa refund details or visa application withdrawal

Note that Paragraph III, sections (a), (b), (c), (d), (e) and (f) will apply to Visa students only if they provide us with a copy of their visa refusal letter before their start date. In any other circumstances, **once a visa support letter has been issued, no refund will be given unless you provide us with a copy of the refusal letter.** No refund will be given if the reason for the refusal states fraudulent documentation has been submitted as part of the application to Us or to Immigration authorities. This also includes documentation that cannot be verified as being authentic. This includes providing false information written on the application form.

If you receive a visa refusal, Speak Up London will ask you to appeal against the original decision before considering your refund request. If you refuse to do so, you will lose your right to a refund.

You must request this type of refund within 8 months of your assigned course start date. No refunds will be given beyond that point.

For all other circumstances, including voluntary visa application withdrawal, change of mind, or any reason unrelated to visa refusal, no refunds will be issued. The student may, however, be entitled to claim the credit towards other courses. This must be claimed within 12 months of the receipt of the payment.

V. COURSES

You must start and finish your booked lessons within 12 months from the start of your booking, or you will lose your course and any money paid.

a. Class information

We reserve the right to change the delivery of our services including but not limited to

- classroom use
- alternative premises
- substitute teachers
- lesson plans
- teaching content
- and all teaching materials (including audio-visual aids)
- timetable

We reserve the right to refuse your attendance on the course if you are suffering from any illness, medical condition or mental or physical disability which was not disclosed at the time of booking and which we deem to adversely affect your ability to participate fully on the course. Also, we may refuse a student from attending classes if we consider them to be ill enough to be a danger to themselves and/or others. However, we will do our best to make any reasonable changes or adjustments to ensure you access our services.

Attendance

If you do not attend your class for 3 consecutive days without prior notification to info@speakuplondon.com, we will contact you. If you don't reply to this email within 7 working days of receipt, you will lose your place in your class. When you want to come back you will need to notify us in writing. You can then attend a class 7 working days after this notification, but the intervening time will not be refunded; and the class may be different from the one you had before as regards teacher or time.

Therefore if you are absent from class for 3 days or longer please email info@speakuplondon.com to tell us the reason and when you will return, in order to keep your place in the class.

b. Changes to bookings

If you decide to change your booking by changing to another course, course time, course type or delay the start of your course, you must provide at least seven (7) days' notice of such a change to Us in writing and this is up to the school to agree to this or not, otherwise you will be expected to attend the course originally booked.

Students are unable to change group lessons into individual lessons (online or face-to-face lessons) or to switch from face-to-face group lessons to online group lessons.

For visa bookings, it is also not possible to amend the time of classes to a less expensive one if it implies an extension of the course term.

If there is any difference between the cost of the original Booking and your revised booking:

- You will have to pay any difference in price
- We cannot refund the difference between the cost of the original booking and your revised booking if the revised booking is cheaper.

Before you receive your new booking confirmation, we must receive all the relevant information in writing and any difference in price must be paid in full.

SUL reserves the right to transfer its face to face lessons to online lessons temporarily if the health and safety of our staff and students demands such a change. Students will receive the same lessons and material online as they did onsite.

c. Holidays

If you wish to take a holiday (freeze your course) at any time during the Course, you must give us at least seven (7) days' notice in writing by sending an email to info@speakuplondon.com. No refunds are payable in these circumstances. We cannot guarantee your class will still be available; we also reserve the right to make changes to your course arrangement or new start date.

The holiday entitlement is as follows, must be booked for a full week from Monday - Friday and cannot be backdated:

Courses booked for less than 3 weeks: No holiday entitlement
Courses booked for 4-7 weeks: 1 week

Courses booked for 8-13 weeks: 2 weeks
Courses booked for 14-23 weeks: 3 weeks
Courses booked for 24-29 weeks: 4 weeks
Courses booked for 30-35 weeks: 6 weeks
Courses booked for 36-39 weeks: 8 weeks
Courses booked for 40+ weeks: 12 weeks

For visa students the maximum holiday entitlement is 15% of the duration of their course and that holiday is allowed in addition to days in which the school is closed.

d. Closure dates

In 2026, Speak Up London will be closed on: 1-2 January, 3-6 April, 4 May, 25 May, 31 August, 21 December - 1 January 2027. Any days lost due to public holidays falling on weekdays will not be reimbursed as extra days for study. Evening courses will take place on Tuesday, Wednesday and Thursday in weeks where a Bank Holiday falls on a Monday. Speak Up London will be closed for Christmas from 21 December 2026 to 4 January 2027, re-opening on 5 January 2027. Lessons will be added to your course to make up for this period.

f. Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by Speak Up London's Placement Test and/or a qualified member of staff opinion, Speak Up London can move the student to an appropriate course for their level at a different time. If the student does not agree with the change, they will not be entitled to a refund.

g. Reduction of lessons

Speak Up London can close groups due to an insufficient number of students. If this happens, we will try to find alternative classes for the student. If we cannot find alternative classes, Speak Up London will calculate a refund on a pro rata basis. Speak Up London reserves the right to reduce class time when the group size falls below 3 students.

h. One to one

Individual lessons will be scheduled subject to teacher/classroom availability. You may cancel any one-to-one class subject to the terms specified in our [Individual Lessons Policy](#) available on our website.

i. Services provided

We have the right to stop or limit any free services provided including, but not limited to: Wi-Fi, computer access, social programme, borrowing book services.

j. Lesson materials

Students are required to buy or rent a coursebook for their studies.

VI. OUR LIABILITY / FORCE MAJEURE

Our courses and other related products and services, including our website, are provided on an "as is" basis and save as expressly stated herein without representations, conditions, warranties or other terms of any kind, either express or implied, including, without limitation the conditions implied by law of satisfactory quality, fitness for purpose and the use of reasonable care and skill.

- Marketing materials/website: Anything stated in marketing materials cannot be an incorporated condition of agreement between us and our student.

- Accreditations: any accreditations/memberships related to Speak Up London, including but not limited to: the British Council, English UK, Trinity college, Cambridge ESOL exam preparation centre is not a legally-binding condition of your agreement except where any accreditation or authorisation is required by law.

- If Services provided by third party (including but not limited to the accommodation and airport transfer) are arranged by us, we do so only as an intermediary between you and them.

We will not be liable to you for any losses arising from any delays or failures relating to travel and accommodation arrangements, unless we are at fault due to negligence.. We will, however, use our reasonable endeavours to defend your interests and mediate on your behalf in the event of any breach of agreement on the part of travel and accommodation agencies.

Speak Up London and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. We do not exclude or limit in any way Our liability for death or personal injury caused by Our negligence or the negligence of Our employees, or for our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter or, for other liability which cannot be excluded or limited under applicable law.

Speak up London 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 cause of the failure occurs beyond Speak Up London's reasonable control. Nor shall Speak Up London 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, riots, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

VII. TRANSFER

Flight details including: arrival time, flight numbers, airline and point of origin must be sent to Us seven (7) days before arrival in order for Speak Up London to provide airport transfers. No refunds will be given for transfers if flight details are not sent to Speak Up London at least seven (7) days before arrival. Airport transfer fees include a maximum of one hour's (1) waiting time. In the event of delays exceeding 1 hour, students will be charged an additional fee at the school, which is calculated by the airport transfer company.

VIII. OTHER TERMS

a. Supervision of Young Adults

Please refer to our Safeguarding policy (available on our website) for details on supervision arrangements of under 18s.

b. Expulsion

Speak Up London has the right to expel students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation comes at the student's own expense.

c. Damage to property

Students must pay the full cost of any damage they cause to property.

d. Governing law and Jurisdiction

These Terms are governed by English Law. You and We both agree to follow the non-exclusive jurisdiction of English courts.

e. Photography & Filming

Speak Up London may take promotional photographs and video footage of students. If you are happy for your photographs or videos to be taken, please tick the box on the course application form.

CCTV recordings are kept by the school and by booking a course with us, you are giving your consent to being recorded by our CCTV.

f. Personal Information

We will use the personal details (including sensitive information about health, religious practices or dietary requirements) that you provide to Us:

- To administer and provide our Courses to you
- For internal training and monitoring purposes
- To provide the most suitable accommodation for you
- We will not give your personal data to any third party other than:
- If completely necessary for Us to perform our contract with you
- To an accommodation provider for your booking
- To schools and offices within our group of companies
- Any official bodies who request it under UK Law

You have the right to access information held concerning you. Your right to access can be exercised in accordance with the Data Protection Act 1998. Any access request may be subject to:

- a request in writing, and
- a fee of £10.

g. Privacy Policy

See our website for the privacy policy.

h. Intellectual Property

Any electronic or printed material that is provided to students during their course tuition are the property of Speak Up London. You may not use or reproduce any Intellectual Property from our teachers or from our site, including any emails, marketing materials, registered or unregistered, for any reason without written permission from the relevant party.

i. Sexual Harassment

Speak Up London is committed to protecting both our staff and students against sexual harassment. Any reports of sexual harassment will be investigated (if sufficient information is provided) and may lead to disciplinary action and/or expulsion. For full details please consult our Sexual Harassment Policy available on our website.