

Brighter English Terms and Conditions

By booking a course with Brighter English you are agreeing to the following terms and conditions.

Technology Requirements

To attend your course you will need use of a computer or laptop with a webcam, a good internet connection and headphones.

All classes will be held using Zoom. You are required to download the app in advance of your course start date. When attending your course, use the Zoom Meeting ID/URL Link provided. This will be sent to you by email after booking.

Payments, Cancellation and Lateness

All courses must be paid for in advance through the bookings page on our website. This can be done using PayPal or debit/credit card.

Cancellations can be made up to 7 days before the course start date. We will be happy to refund your course costs minus a £20 cancellation fee. If for any reason Brighter English have to cancel your course, we will issue you with a full refund.

You must give a minimum of 48 hours' notice if you are unable to attend a lesson. You will then be able to attend an additional lesson at the end of your course. If less than 48 hours' notice is given the missed lesson will not be replaced.

Students will not be permitted to join a lesson if they are more than 15 minutes late. Please try to arrive 5 minutes early if possible. This will allow you to check your internet connection is working properly and to set up your camera and headphones.

Privacy Policy

All details given to Brighter English are confidential, kept securely and not passed on to third parties. They are only used in connection with Brighter English. Copies of information are destroyed within two years of your last use of our services.

Email addresses are added to a mailing list for information about our services, blog posts, upcoming deals etc. Every email sent includes information on how to unsubscribe or you can send a blank email to unsubscribe@brighterenglish.com with the subject line 'unsubscribe'.

Photographs and Video Clips

Brighter English may take photographs, screen grabs or video clips of students during class time and these images may be used in the company's publicity or on its social media sites.

If you wish to withdraw your consent, please email info@brighterenglish.com

Behaviour

All students and teachers will maintain a high standard of behaviour throughout their course. Students must respect the viewpoints of other students and any cultural differences that may arise.

If broadband speed permits, students will keep their video stream 'on' for the duration of their sessions

No photos, screen shots or video recordings may be taken during the lesson without the consent of the teacher and other students.

Complaints

We make every effort to ensure that our students have the best online learning experience possible.

In the unlikely event you have any concerns or complaints, please first discuss this with your teacher. If the issue is not resolved, please contact us by email: info@brighterenglish.com