API Horizons – Tutoring Terms & Conditions

Effective Date: 7.10.26

These Terms & Conditions apply to all tuition provided by API Horizons ("the Tutor"). By booking lessons, clients agree to these terms.

1. Services

API Horizons provides personalised tuition in modern foreign languages and related educational support, including examination preparation, university admissions support, and language development.

All lessons are tailored to the individual learner's needs, goals and circumstances and are delivered professionally.

2. Initial Consultation

A complimentary consultation may be offered before tuition begins to discuss:

- the student's goals
- current level
- learning needs
- availability
- suitability of tuition

No obligation exists to continue following the consultation.

3. Lesson Fees

Lesson fees are confirmed before tuition begins.

Payment for lessons must normally be made at least 3 days before the scheduled lesson, unless otherwise agreed. Payment will normally be made using a payment link provided by API Horizons.

Late payments may result in lessons being paused until the account has been settled.

4. Lesson Length

Unless otherwise agreed, lessons are offered in the following formats:

- 55 minutes
- 85 minutes (including a 5-minute break)
- 115 minutes (including a 5-minute break)

Lessons begin and end at the agreed time.

5. Cancellation Policy

By the Client

Lessons cancelled with at least **24 hours' notice** may be rearranged where possible.

Lessons cancelled with less than **24 hours' notice** will normally be charged in full.

By the Tutor

Should the Tutor need to cancel a lesson, as much notice as possible will be given and the lesson will either:

- be rearranged, or
- not be charged.

6. Punctuality

If a student arrives late, the lesson will finish at the scheduled time.

If the Tutor is delayed, the full lesson time will be provided or rearranged by mutual agreement.

7. Regular Lesson Slots and Holiday Periods

Where a student has a regular weekly lesson time, API Horizons will aim to reserve this lesson slot for the student on an ongoing basis.

During school holidays and half-term periods, the usual lesson time may not always be available. Lesson times during these periods will be arranged separately by mutual agreement and may differ from the student's regular term-time slot.

Regular lesson times will normally resume following the holiday period, unless otherwise agreed.

8. Online Lessons

Students are responsible for ensuring they have:

- a stable internet connection
- suitable equipment
- a quiet learning environment

Technical issues beyond either party's control will be dealt with reasonably and lessons rearranged where appropriate.

9. Face-to-Face Lessons

Where tuition is delivered in person, a safe and suitable learning environment must be provided.

Travel charges may apply for locations outside the agreed area.

10. Student Commitment

Excellent progress depends upon regular attendance and independent study.

Students are encouraged to:

- complete agreed preparation or homework
- arrive ready to learn
- communicate honestly about difficulties or concerns.

11. Resources

Teaching materials produced by API Horizons remain the intellectual property of the Tutor.

Resources supplied are for the student's personal educational use only and may not be copied, shared or commercially reproduced without permission.

12. Confidentiality

All personal information will be treated confidentially and handled in accordance with applicable UK data protection legislation.

Information will only be shared where legally required or where safeguarding concerns make disclosure necessary.

13. Safeguarding

API Horizons is committed to providing a safe learning environment for every student.

Where tuition is provided to children or vulnerable learners, the Tutor follows recognised safeguarding principles and will act appropriately if concerns arise.

14. Academic Integrity

The Tutor supports learning, understanding and independent thinking.

The Tutor will not:

- complete assessed work for third parties on behalf of students;
- assist with academic dishonesty;
- provide answers for examinations or controlled assessments (with the exception of publicly available materials such as past paper mark schemes).

15. Progress

While every effort is made to help students achieve their goals, educational outcomes depend upon many factors including attendance, effort, prior knowledge and independent practice.

No specific grades or examination results can be guaranteed.

16. Termination

Either party may end tuition at any time. Individual lessons remain subject to the cancellation policy in Section 5.

Where lessons are purchased in advance as a block, payment is made for the agreed number of lessons at the rate confirmed at the time of booking.

If the client decides to discontinue tuition before all lessons in the block have been used, API Horizons will refund the value of any unused lessons.

Lessons already delivered, and any lessons cancelled with less than 24 hours' notice, will be treated as used and will not be refundable.

Any refund will be calculated using the per-lesson rate applicable to the block when it was purchased and will normally be made within 14 days of the termination of tuition.

Where API Horizons is unable to provide the remaining lessons, the value of all unused lessons will be refunded.

17. Liability

API Horizons accepts responsibility only for losses arising directly from negligence.

Liability shall not exceed the fees paid for the lessons concerned.

Nothing in these Terms excludes liability where it cannot legally be excluded.

18. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

API Horizons

Aspirational • Purposeful • International

Premium personalised language tuition, educational consultancy and international learning opportunities.