



## BLS Terms and Conditions

We think it is useful to have answers in advance to questions that may arise during your time learning with us. You are therefore invited to read the following Terms and Conditions.

**Language Courses** – We run our sessions on the basis of 10-lesson (or 8-lesson) blocks to ensure continuity and progression of learning. Courses must be booked and paid for in advance. The full block of lessons must be paid for in one instalment. Fees paid are non-transferable and non-refundable. If we only have 2 students enrolled on a 90-min. course, we will run 10 (or 8) hourly lessons.

**Individual Language Tuition** – Individual lessons can be booked on an ad hoc basis or as a course of lessons, depending on the student's language needs. Individual lessons must be booked and paid for in advance. Fees paid are non-transferable and non-refundable. We require 24-hours' notice of cancellation. If less than 24 hours' notice is given, the lesson will not be rescheduled or refunded.

**Tutor Illness** – If your language tutor is unwell and unable to take the class, whenever possible we will arrange for a substitute tutor to take the class. Failing that, whenever we can, we will try to make up the session on another date, although on some rare occasions this may not be possible. In this case, we will either refund you the cost of the session or reduce the price of your next booking accordingly.

**Student Illness** – If you are ill and are unable to make a session, we are unable to provide a refund for this session.

With kind regards,  
**BLS Team**