Online Tuition Refund Policy

September - 2026

Policy Name: Online Tuition Refund Policy

Description: We value your commitment to learning and strive to provide high-quality tuition. This Refund Policy outlines your rights and our responsibilities regarding cancellations, refunds, and rescheduling. It complies with UK consumer protection laws, including the Consumer Contracts Regulations 2013.

Version No.	Amendments	Issue Date	Issued By
1.0		05 Sept 2026	GC (Director)
		05 Sept 2026	EL (Director)

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1. General Principles

- Refunds are issued in accordance with UK consumer law.
- All refund requests must be submitted in writing via email to info@tangerineed.com
- We aim to process eligible refunds within 14 calendar days of approval.

2. Cooling-Off Period (14 Days)

- If you purchase tuition services online, you have the right to cancel within 14 days of purchase without giving a reason, provided the service has not yet started.
- If you cancel within this period and no lessons have been delivered, you will receive a full refund.
- If you request lessons to begin during the cooling-off period, you agree to waive your right to a full refund.

3. Cancellations and Rescheduling

Individual Lessons

- You may cancel or reschedule a lesson with at least 24 hours' notice.
- Cancellations made with less than 24 hours' notice are non-refundable unless due to exceptional circumstances (e.g., medical emergency).

Packages and Subscriptions

- Refunds for unused lessons in a prepaid package are available if cancelled within the cooling-off period or under exceptional circumstances.
- After the cooling-off period, partial refunds may be considered on a case-by-case basis.

4. Missed Lessons

- No refund is provided for missed lessons without prior notice.
- If a tutor fails to attend a scheduled lesson, you will be offered a rescheduled session

5. Service Dissatisfaction

If you are dissatisfied with the quality of tuition:

- Please contact us within 7 days of the lesson in question.
- We may offer a replacement session, alternative tutor, or partial refund depending on the situation.

6. Technical Issues

- If technical problems on our side prevent a lesson from taking place, you will be offered a reschedule.
- We are not responsible for technical issues on the client's side (e.g., poor internet connection), but we may offer one courtesy reschedule per term.

7. Refund Method

- Refunds are issued to the original payment method.
- We do not offer cash refunds or transfers to third parties.

8. Legal Rights

This policy does not affect your statutory rights under UK law. For more information, visit UK Government Consumer Rights.

9. Contact Us

- For refund requests or questions, please email: Info@tangerineed.com
- Include your full name, booking reference, and reason for the request.