

i-to-i RETURNS AND REFUND POLICY

1. **These terms.** Why you should read them. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide TEFL courses to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

2. **Information about us and how to contact us.**

2.1 Who we are. We are Teach and Travel Group Ltd trading as i-to-i and as LoveTEFL. Our company registration number is 7935847 and our registered office is at Chantry House, Victoria Road, Leeds LS5 3JB. Our registered VAT number is 202707349.

2.2 How to contact us. You can contact us by telephoning our customer service team on UK +44 113 2054602 or by writing to us at customersupport@i-to-i.com

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. **Your rights to make changes**

3.1 If you wish to make a change to the TEFL course you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the TEFL course, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. Details of change fees can be found in our Customer FAQs. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 4, Your rights to end the contract).

4. **Your rights to end the contract**

4.1 You can always end your contract with us. Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

(a) If what you have bought is faulty or misdescribed you may have a legal right to end the contract (or to get the TEFL course re-performed or get some or all of your money back), see clause 7;

(b) If you want to end the contract because of something we have done or have told you we are going to do, see clause 4.2;

(c) If you have just changed your mind about the TEFL course, see clause 4.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions;

(d) In all other cases (if we are not at fault and there is no right to change your mind), see clause 4.6.

4.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any TEFL courses which have not been provided and you may also be entitled to compensation. The reasons are:

(a) we have told you about an upcoming change to the TEFL course or these terms (other than reasonably proximate changes to date and venue) which you do not agree to (see clause 5.2 in Courses Terms and Conditions);

(b) we have told you about an error in the price or description of the TEFL course you have ordered and you do not wish to proceed;

(c) there is a risk that supply of the TEFL courses may be significantly delayed because of events outside our control;

(d) we have suspended supply of the TEFL courses for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 3 months.

(e) you have a legal right to end the contract because of something we have done wrong

4.3 Exercising your right to change your mind (Consumer Contracts Regulations 2013).

For most TEFL courses bought over the telephone or by exchange of emails you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

4.4 When you don't have the right to change your mind. You do not have a right to change your mind in respect of:

(a) The TEFL courses with an online element after you have started to download or stream these;

(b) Face-to-face TEFL courses once these have been completed, even if the cancellation period is still running;

4.5 How long do I have to change my mind? Your TEFL Course combines digital content and services. This means that you have 14 days after the day we email you to confirm we accept your order to change your mind. However, even if that 14 day period is still running:

(a) once you have started downloading or streaming the digital content you cannot change your mind;

(b) once a face-to-face course has started, you cannot change your mind because of the personalised nature of the service provided; and

(c) if we delivered the digital content to you immediately and you agree to this when ordering, you will not have a right to change your mind.

4.6 Ending the contract where we are not at fault and there is no right to change your mind. Even if we are not at fault and you do not have a right to change your mind (see clause 4.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for the digital content in the TEFL courses is completed when the TEFL course is delivered, downloaded or streamed and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately. We are unlikely to be able to offer you a refund in relation to the services element of your contract because we will have incurred costs as a result of your ending the contract (for instance, we may still have to pay a tutor booked to teach the course).

5. How to end the contract with us (including if you have changed your mind)

5.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

(a) Phone or email. Call customer services on UK +44 113 2054602 or email us at customersupport@i-to-i.com. Please provide details of what you bought, when you ordered or received it and your name and address.

(b) By post. You may also write to us at i-to-i, Suite 2, Chantry House, Victoria Road, Leeds, LS5 3JB, UK including details of what you bought, when you ordered or received it and your name and address.

5.2 How we will refund you. If a refund is due, we will use the method you used for payment and will refund you within 14 days. However, we may make deductions from the price, as described below.

6. Our rights to end the contract

6.1 We may end the contract if you break it. We may end the contract for a TEFL course at any time by writing to you if:

(a) you do not make any payment to us when it is due and you still do not make payment within 3 days of us reminding you that payment is due;

(b) you do not meet our criteria for levels of English language competence as published from time to time on our site;

(c) you disrupt a course or are abusive to tutors or other students or appear likely to cause damage to property or not to be in a fit state to study and participate;

(d) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the TEFL courses, for example, your prior qualifications;

(e) you do not, within a reasonable time, allow us to deliver the TEFL courses to you or collect them from us;

6.2 You must compensate us if you break the contract. If we end the contract in the situations set out in clause 9.1 we will deduct or charge you 100% of the course fee as compensation for the net costs we will incur as a result of your breaking the contract.

6.3 We may withdraw the TEFL course. We may write to you to let you know that we are going to stop providing the TEFL course. We will let you know at least [9 months] in advance of our stopping the supply of the TEFL course and will refund any sums you have paid in advance for TEFL courses which will not be provided.

7. If there is a problem with the TEFL course

7.1 How to tell us about problems. If you have any questions or complaints about the TEFL course, please contact us. You can telephone our customer service team on UK +44 113 2054602 or write to us at customersupport@i-to-i.com or at i-to-i, Suite 2, Chantry House, Victoria Road, Leeds, LS5 3JB, UK