

Terms and Conditions

Registration: To secure your place on a Japanese course, please complete the online Enrolment Form, and pay the course fee. Students must pay all fees in full, and in advance.

Materials: Some courses use textbooks, which are not included in the course fees. Students are responsible for purchasing their own textbook. Please check the description for your course.

Cancellation Policy - Courses

- Course fees are fully refundable until 14 days before the start of your booked course. If you cancel your booking less than 14 days before the start of the course, fees are refundable minus a £10 admin fee. Once the course has begun, fees are non-refundable.
- No refunds will be given for classes missed by the student.
- Enrolment is non-transferable: fees for enrolled courses cannot be transferred to another student.

Cancellation Policy - Private Lessons

- Private lessons must be booked via the website giving a minimum of 24 hours notice. Students must pay all fees in advance.
- Private lessons can be cancelled or rescheduled by you without charge, up to 24 hours before the start of each booked lesson. If you cancel your booking in the 24 hours before the start of the lesson, no refund is available.

Event cancellation policy: The above does not apply to one-off events. Please refer to the cancellation policy for the specific event.

Photos and videos

- Some online lessons are recorded, and the recordings are shared with students in that class. The recordings are private to students in your class and you must not share them with anyone else. You also must not share screenshots from lessons online.
- At events: I may take photographs or videos at school events, for use in my promotional materials. If you do not wish to be in photos/video taken at events you must let me know.

Further Conditions

- If I have to cancel a group class, either due to teacher illness or other circumstances, another teacher may substitute for me. No refunds will be given.
- If I have to cancel a booked private class for any reason, students will be offered the choice of a full refund or a rescheduled lesson.
- If I have to cancel a course partway through for any reason, students will be offered a pro-rated refund or an alternative course.

If you have any questions about these Terms and Conditions, please contact me:

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