



LONDON SCHOOL ONLINE
BOOKING TERMS & CONDITIONS
MAY 2021

In booking an online asynchronous course with us, you accept the following Terms of Booking:

1. A **course** is defined a period of time on a single course.
2. Asynchronous, or self-study, means the student has no contact with a live trainer – the course is taken independently online by the student. Access to the online course is provided for a period of six months.
3. A **booking** can consist of either a **single course** or a **combination of courses**.
4. When you make a booking, you must pay the full fee for the course before you can begin studying. This is only refundable if you are dissatisfied with the course and contact us at londonschoolonline@londonschool.com within two weeks of starting your course. You must not have completed more than three hours of study in order to receive a refund.
5. If you purchase a London School of English course with trainer delivery (face-to-face, virtual groups or individual lessons), our standard Terms and Conditions apply.
6. It is not possible to cancel or postpone your course, apart from under the circumstances in point 4.
7. It is not possible to pause your course but for a further fee it is possible to extend the term of course access.
8. It is your responsibility to check the level of English you need for the course you wish to take (please see the relevant page on the website). If you are uncertain about your level, please complete our [online test](#).
9. Your course will start on the day indicated in your registration email, regardless of when you first log in to the course.
10. If you have come to us through an agent, their Terms of Contact may apply to you, but we reserve the right to apply our own Terms.
11. If a situation arises that has not been covered by these Terms, we reserve the right to take any fair and reasonable action that we think appropriate.