Refund Policy for Your Education Club

Effective Date: 15/11/1023

Thank you for choosing Your Education Club as your trusted partner in English as a Second Language (ESL) education. Our commitment is to provide high-quality ESL instruction and support for your language learning journey. Please take a moment to familiarize yourself with our refund policy.

1. Refund Eligibility

1.1 Refunds for Regular Classes:

Refunds for regular ESL classes are applicable only within the first 14 days from the date of payment received and up to the completion of the student's third class. To be eligible for a refund, the following conditions must be met:

The refund request must be submitted in writing or through our official communication channels.

The request for a refund must be made within 14 days from the date of payment received.

1.2 Refunds for Violation of Teacher Obligations:

Refunds may also be issued if the terms of obligations by the teacher are violated. These may include instances of unprofessional conduct, repeated cancellations without notice, or failure to meet our educational standards. Eligibility for such refunds will be assessed on a case-by-case basis.

2. Non-Refundable Categories

2.1 Gifted Classes:

Refunds will not be issued for classes that have been gifted to the student by a third party.

2.2 Violation of Terms and Conditions:

Refunds will not be granted to students who breach our terms and conditions, including but not limited to academic dishonesty, harassment, or any other misconduct that contravenes our policies.

3. Refund Request Procedure

To initiate a refund request, please adhere to the following steps:

3.1. Contact Our Support Team: Initiate your refund request by sending an email to [support@youreducationclub.com](mailto:support@youreducationclub.com) or by reaching out to our customer support team through the provided contact methods.

3.2. Provide Essential Information: Your refund request should contain the following details:

Your full name and contact information.

Specification of the class or classes for which you are seeking a refund.

A comprehensive explanation of the reason for requesting a refund.

3.3. Review and Decision: Your request will be reviewed by our team, and we will aim to respond within a reasonable timeframe. In instances of a breach of teacher obligations, further investigation may be required.

4. Refund Disbursement

In the event that your refund request is approved, we will process the refund using the original payment method or another method as mutually agreed upon during the refund process. Please allow 14 days for the refund to be completed.

5. Contact Us

Should you have any questions or concerns regarding our refund policy or the refund process, please do not hesitate to contact our support team at support@youreducationclub.com or +44 7584 906573.

Your Education Club retains the right to modify or update this refund policy as necessary, and any changes will be posted on our website. By using our services, you agree to adhere to this refund policy.

We appreciate your trust in Your Education Club and look forward to supporting you on your ESL learning journey.

Sincerely,

Cameron Alexander Dye

Company Owner

Your Education Club