**Terms and Conditions:**

Please read these Terms and Conditions carefully before creating an account to buy courses, workshops and events offered on this website operated by Real Language Experience Ltd, a company registered in England and Wales, No 16124402 with its registered office at: Dobson House, room 2-15, Regent Farm Road, Newcastle upon Tyne NE3 3PF

**Intellectual Property**

All content published and made available on our Site is the property of Real Language Experience, Ltd and the Site's creators. This includes, but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

**Accounts**When you create an account on our Site, you agree to the following:  
You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account.  
All personal information you provide to us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.  
  
**Sale of Services**

These Terms and Conditions govern the sale of services available on our Site. We are under a legal duty to supply services and goods that match the description of the good(s) and service(s) you order on our Site.  
The following services are available on our Site: classes, courses workshops and cultural events. **The services will be paid for in full at the time of booking.**  
These Terms and Conditions apply to all the services and goods that are displayed on our Site at the time you access it. All information, descriptions, or images that we provide about our services and goods are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all services we provide. You agree to purchase services from our Site at your own risk.   
  
We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

**Payments**  
We accept the following payment methods on our Site: Debit Card, Credit Card… . When you provide us with your payment information, you authorise our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorise us to charge the amount due to this payment instrument. If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

**Right to Cancel and Receive Reimbursement** If you are a customer living in the United Kingdom or the Eurpoean Union you have the right to cancel your contract to purchase services and goods from us within 14 days without giving notice. The cancellation period will end 14 days from the date of purchase when you purchased a service. To exercise your right to cancel you must inform us of your decision to cancel within the cancellation period. To cancel, contact us by **email at reallanguageexperience@gmail.com  
  
Effects of Cancellation** If you request a cancellation after a course or workshop has commenced, you are required to pay us an amount which is in proportion to the service already delivered to the point you have communicated to us your decision to cancel this contract. We will reimburse you any amount you have paid above this proportionate payment.  
We will make the reimbursement using the same form of payment as you used for the initial purchase. You will not incur any fees because of the reimbursement. This right to cancel and to reimbursement is not affected by any return or refund policy we may have.

**Refunds**  
**Refunds for Services**

We provide refunds for services sold on our Site as follows:  
You can reschedule a Real Language Experience Ltd service (reallanguageexperience.co.uk[)](http://bookaclass.org/) event up to 4 weeks before the commencement of the event. reallanguageexperience.co.uk will transfer your booking to an alternative date and provide written confirmation of the cancellation and new booking.

You can cancel a Real Language Experience Ltd service (reallanguageexperience.co.uk[)](http://bookaclass.org/) event up to 4 weeks before commencement of the event. reallanguageexperience.co.uk will process a full refund for the event which will be made to your original payment method and can take 5-10 business days to process.   
Cancellations within 4 weeks of the event will not be refunded, however reallanguageexperience.co.uk will look to reschedule you onto a future reallanguageexperience.co.uk event. This option is at the discretion of reallanguageexperience.co.uk.

**Consumer Protection Law**

Where the Sale of Goods Act 1979, the Consumer Rights Act 2015, or any other consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

​**Limitation of Liability**

reallanguageexperience.co.uk and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

**​Indemnity**  
Except where prohibited by law, by using this Site you indemnify and hold harmless reallanguageexperience.co.uk and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

​**Applicable Law**

These Terms and Conditions are governed by the laws of the Country of England.

**Dispute Resolution**

Subject to any exceptions specified in these Terms and Conditions, if you and reallanguageexperience.co.uk are unable to resolve any dispute through informal discussion, then you and reallanguageexperience.co.uk agree to submit the issue before a mediator. The decision of the mediator will not be binding. Any mediator must be a neutral party acceptable to both you and reallanguageexperience.co.uk. The costs of any mediation will be shared equally between you and reallanguageexperience.co.uk.

​Notwithstanding any other provision in these Terms and Conditions, you and reallanguageexperience.co.uk agree that you both retain the right to bring an action in small claims court and to bring an action for injunctive relief or intellectual property infringement.

**Severability**If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.  
  
**Changes**These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

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**Contact Details**

Please contact us if you have any questions or concerns. Our contact details are as follows:

Real Language Experience, Ltd

Dobson House room 2-15

Regent Farm Road, Gosforth, Newcastle upon Tyne

NE3 3PF

**email:** [**reallanguageexperience@gmail.com**](mailto:reallanguageexperience@gmail.com)

You can also contact us through the feedback form available on our Site.

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