

NLG Group Lessons Terms & Conditions

May, 2026



nationallearninggroup.co.uk

Our expectations from our students:

- Be courteous and polite to our tutors
- Give adequate notice if you are unable to make a tutoring session
- Dress appropriately as if you were in the classroom
- Attend your lessons in a quiet area where you are able to focus and concentrate
- Listen to your tutor at all times and do the best you can to complete any homework set between tutor sessions

Our student's expectations from us:

- We will listen to any feedback, and encourage discussions with the tutor
- All materials will be adequately prepared and suitable for the student
- We will do our utmost to help and nurture our students, and bring out the best in them
- We will store all of your information and data in a secure, safe manner
- We will adhere to our safeguarding policies at all times

Enrolment and Payment Terms and Conditions

Note: Our Group Lessons are 60-minutes.

1. You agree to pay TNLG the specified payments on the due dates agreed.
2. After the 14-day cancellation period, no decrease in the number of lessons will be accepted.
3. Payment is required whether or not sessions are fully used.
4. If any payments are missed, lessons will be put immediately on hold. Lessons may resume once payment has cleared.
5. 24 hours notice is required to cancel sessions; missed sessions will still be charged.
6. Students who miss lessons will be provided with the lesson content to review in their own time.
5. Holidays and illness rules apply; payments will continue and sessions will not be rescheduled.
6. Address changes must be provided within 7 days.
7. Calls and video sessions may be recorded.
8. Changes to agreement must be in writing.
9. Data is stored securely; marketing opt-out available.
10. TNLG may decline or terminate enrolment.
11. Tutor opinions are their own.
12. Support is discretionary with no guarantees.
13. No refunds unless within terms; interest applies on late payments.
14. Debt collection may be used if unpaid.

15. No guarantee of results.
16. Intellectual property remains with TNLG.
17. Liability limited to foreseeable loss.
18. Rights cannot be transferred.
19. Contract clauses operate independently.
20. Delays in enforcement do not waive rights.
21. Governed by English law.
21. Complaints can be submitted to TNLG.