

LANGLEAR

STUDENT TERMS AND CONDITIONS

Online language and academic lessons through Langlear

Business	Langlear LLC
Version	1.3
Effective date	18 August 2026
Contact	hello@langlear.com www.langlear.com <u>WhatsApp: +212 716 183 960</u>

IMPORTANT

Please read these Terms before registering, booking or paying for lessons and keep a copy for your records.

These Terms govern the purchase and use of tutoring services arranged through Langlear. Where the Student is under 18, the Parent/Guardian entering into the arrangement accepts these Terms and is responsible for the Student's participation.

1. Definitions

In these Terms:

- Langlear means Langlear LLC, a limited liability company registered in New Mexico, United States, operating the online learning service under the Langlear name, focused primarily on language learning while also arranging support for academic subjects requested by learners, and administered through the official Langlear contact channels.
- Student means the person receiving or seeking tutoring through Langlear.
- Parent/Guardian means a parent or legal guardian acting for a Student where appropriate.
- Customer means the adult purchasing or arranging the services, whether the Student or a Parent/Guardian.
- Tutor means an independent tutor providing lessons through Langlear.
- Student Free Trial Lesson means an introductory lesson that Langlear may offer from time to time as part of a promotion, introductory offer or other arrangement confirmed by Langlear.
- Langlear WhatsApp Group means the group created by Langlear for the Tutor, Student or Parent/Guardian and Langlear.
- Official Google Meet Link means the dedicated Google Meet link established or approved by Langlear for a particular Tutor-Student teaching relationship and normally reused for online lessons within that relationship.
- Paid Lesson means a lesson for which the applicable Student price is payable to Langlear.

2. Accepting These Terms

2.1 These Terms apply when a Customer confirms acceptance through Langlear's Student Registration form or another authorised electronic method, or books, purchases or participates in tutoring services arranged through Langlear. Langlear may retain the acceptance record, submission date and applicable document version.

2.2 The Customer must be at least 18 years old and legally able to enter into the arrangement. A Student under 18 must participate through a Parent/Guardian.

2.3 Information agreed for a particular purchase, including the language, lesson format, price, Tutor, frequency, start date or payment deadline, forms part of the arrangement together with these Terms.

2.4 If information specifically confirmed for a purchase conflicts with general promotional wording, the specific written confirmation applies to that purchase, subject to mandatory rights.

3. Langlear's Service and Tutor Matching

3.1 Langlear receives enquiries, identifies and introduces suitable Tutors, supports initial setup, administers Student payments and provides operational support.

3.2 Langlear may consider the requested language or academic subject, approximate level, goals, availability, age group, preferred lesson frequency, relevant requirements and Tutor suitability when recommending a Tutor.

3.3 Langlear cannot guarantee that a particular Tutor will be available, that a requested time can be accommodated or that a Tutor-Student match will continue indefinitely. Where reasonably necessary, Langlear may recommend a different suitable Tutor.

3.4 Tutors provide teaching as independent tutors. Langlear remains responsible for its own services and administration but does not guarantee a particular language level, examination result, academic achievement, employment outcome or result within a fixed period.

4. Student Free Trial Lessons

4.1 Langlear may offer Student Free Trial Lessons from time to time, including during selected promotional or introductory periods or to particular prospective Students. They are not offered to every Student and may not be available at all times.

4.2 A Student Free Trial Lesson applies only where Langlear expressly confirms that it applies to the particular Student opportunity. Langlear normally creates the Langlear WhatsApp Group before the trial. The Tutor and Student or Parent/Guardian then agree the trial date and time within that group, while Langlear remains available to assist and oversee the arrangements.

4.3 Where offered, the Student Free Trial Lesson is free to the Student. Completion does not require the Customer to purchase Paid Lessons and does not guarantee that a particular Tutor or lesson time will remain available.

4.4 Unless Langlear expressly confirms otherwise, introductory calls, assessments, consultations and other communications are not automatically Student Free Trial Lessons.

5. Prices, Booking and Payment

5.1 Student prices are communicated by Langlear before the relevant purchase or payment commitment. The standard lesson length is 60 minutes. A Customer may request a different lesson length, but it applies only where Langlear reviews and expressly confirms that it can be accommodated. Prices may vary according to the language, Tutor, lesson format, duration, frequency, group size, promotion or other relevant arrangement.

5.2 Paid Lessons must be paid to Langlear in advance by the payment deadline communicated or agreed by Langlear. A booking is not financially confirmed until the required payment has been received or Langlear has expressly confirmed another arrangement.

5.3 The required payment flow is that the Student or Parent/Guardian pays Langlear and Langlear pays the Tutor. Customers must not pay Tutors directly, request a Tutor's personal payment details or create a separate payment arrangement with a Tutor.

5.4 Any additional lessons agreed with a Tutor remain Langlear lessons and must be paid through Langlear. The Tutor and Customer may discuss scheduling within the Langlear WhatsApp Group, but Langlear handles prices, invoices, payment methods, payment deadlines, credits and refunds separately.

5.5 The Customer must pay using the payment method and details most recently provided or approved by Langlear through an authorised channel. Live bank or payment-provider details are supplied separately so that they can be updated securely without replacing these Terms.

5.6 A Customer who cannot use the stated payment method must contact Langlear before paying so that available alternatives can be discussed. Any international-payment or provider charge payable by the Customer will be communicated before payment.

5.7 The Customer should treat an unexpected change of payment details as potentially fraudulent and confirm it through a known Langlear contact method before making payment. Langlear is not responsible for a payment knowingly sent contrary to confirmed instructions, subject to mandatory rights.

5.8 Where Langlear offers a package, subscription, discount, credit or promotion, any additional conditions will be communicated before purchase. Langlear will not impose an undisclosed additional charge.

6. Lesson Setup, Scheduling and Communication

6.1 Following acceptance of a Student opportunity, Langlear normally creates the Langlear WhatsApp Group and establishes or approves the Official Google Meet Link for that Tutor-Student teaching relationship. Langlear may place the Meet link and a short permanent service summary in the group description and may post and pin a welcome and rules message.

6.2 Where a Student Free Trial Lesson applies, Langlear authorises the trial and normally creates the Langlear WhatsApp Group first. The Tutor and Student or Parent/Guardian agree the trial date, time, time zone and expected duration within that group and post a clear final confirmation. Where no Student Free Trial Lesson applies, they normally agree the first Paid Lesson date and time in the same way.

6.3 After a Student Free Trial Lesson, the Tutor should thank the Student professionally and explain that Langlear will contact both parties about feedback and next steps. Langlear collects feedback separately and confirms whether Paid Lessons will proceed. The Tutor must not pressure the Student to continue or independently negotiate prices, payments or an ongoing arrangement.

6.4 The Tutor and Student or Parent/Guardian normally agree ongoing Paid Lesson dates and times within the Langlear WhatsApp Group. Where a regular schedule is established, the Tutor may post and maintain a separate pinned schedule message stating the current lesson day or days, time, time zone, lesson length and effective date. Lessons following that schedule do not need to be reconfirmed every week. Both parties should add the schedule to their calendars. Any change, additional lesson or replacement lesson must be clearly confirmed in the group.

6.5 All tutoring-related communication must remain within the Langlear WhatsApp Group. This includes scheduling, rescheduling, cancellations, attendance, homework, lesson questions, additional lessons and technical arrangements. Cancellation and rescheduling messages should identify the affected lesson and the outcome being requested or agreed.

6.6 Langlear does not continuously monitor every message in each Langlear WhatsApp Group. Posting in the group does not by itself notify Langlear that a refund, credit, complaint, safeguarding response or other administrative action is required. The responsible party must also contact Langlear privately through an authorised contact channel whenever Langlear's action is needed.

6.7 Customers must not ask a Tutor to teach privately, communicate through an unapproved private channel, accept direct payment or move the teaching relationship away from Langlear. A private administrative report to Langlear under these Terms is permitted.

6.8 Online lessons must ordinarily use the Official Google Meet Link. The same link may normally be reused for ongoing lessons within that teaching relationship. A different platform or link may be used only where Langlear authorises it because of an appropriate technical or operational reason.

6.9 Permanent group information, including the description, Official Google Meet Link and Langlear welcome or rules message, is controlled by Langlear. The Tutor is responsible for maintaining only the separate schedule message. Customers must not alter group information or settings without Langlear's permission.

7. Technology, Attendance and Punctuality

7.1 The Student is responsible for a suitable device, reliable internet, functioning audio, access to Google Meet and a reasonably appropriate learning environment. Camera use is strongly encouraged where appropriate, but may depend on the Student's circumstances and the lesson arrangements.

7.2 The Student should join the Official Google Meet Link on time. If the Student is late, the Tutor normally teaches the remaining scheduled time and the lesson ends at the original time. There is no automatic extension.

7.3 If the Tutor is late, the Student must receive the full paid teaching time. Missing time should preferably be added at the end or otherwise arranged within the Langlear WhatsApp Group.

7.4 A serious external technical failure will be handled reasonably according to its cause, duration, the evidence available and whether the lesson could be delivered or rearranged.

8. Cancellations, Rescheduling and No-Shows

8.1 A cancellation or rescheduling request must be made in the Langlear WhatsApp Group as soon as reasonably possible so that there is a shared written record. The cancelling party should identify the affected lesson and whether they are requesting a reschedule, refund or emergency consideration.

8.2 If the Student or Parent/Guardian cancels a one-to-one Paid Lesson with at least 24 hours' notice, Langlear will normally refund the cancelled lesson. The Student or Parent/Guardian must contact Langlear privately if a refund is requested. Alternatively, the Tutor and Student or Parent/Guardian may agree to reschedule it in the group, in which case the existing payment may remain allocated to the rescheduled lesson and no refund request is required.

8.3 If the Student or Parent/Guardian cancels with less than 24 hours' notice and Langlear does not accept a genuine emergency, the lesson is normally non-refundable because the Tutor reserved the time and may have prepared.

8.4 If both parties accept that a genuine emergency occurred and agree to reschedule, Langlear does not need to decide whether the emergency was valid, although the replacement lesson must be recorded for lesson and payment administration. If there is a disagreement, a refund or credit is requested, or emergency cancellations become frequent, the relevant party must contact Langlear privately. Langlear will then determine reasonably whether an exception or other action applies.

8.5 For a Student no-show, the Tutor will join the Official Google Meet Link on time, message the Langlear WhatsApp Group and wait 20 minutes. If the Student has not attended and there is no appropriate communication, the Tutor may leave and the lesson is normally treated as a no-show or late cancellation, subject to any accepted genuine emergency.

8.6 If the Student joins during the 20-minute waiting period, the Tutor teaches the remaining scheduled time. There is no automatic extension.

8.7 Tutors must honour accepted teaching commitments and provide as much cancellation notice as reasonably possible, ordinarily at least 24 hours except in a genuine emergency or unavoidable circumstance. A Tutor cancellation must be recorded promptly in the Langlear WhatsApp Group.

8.8 If the Tutor cancels, the Student may agree to reschedule and the existing payment may remain allocated to the replacement lesson. If the lesson will not be rescheduled, the Tutor must contact Langlear privately with the Student's name, affected lesson and agreed outcome so that Langlear can arrange the appropriate refund or credit.

The Tutor must not represent that a refund has already been approved or completed.

8.9 Langlear is not responsible for discovering an administrative request solely by reading group messages. Students, Parents/Guardians and Tutors should not assume that Langlear has seen or acted on a group message unless Langlear responds or separately confirms the action.

8.10 If cancellation or rescheduling requests from either party become frequent or materially disrupt lesson continuity, the other party may report the pattern privately to Langlear. Langlear may review the group record, provide guidance or a warning, require a different arrangement, recommend a replacement Tutor, pause future bookings or end the relevant service relationship on reasonable notice. This will not retrospectively remove any refund or credit already due.

8.11 These provisions do not remove any refund, cancellation or other right that cannot lawfully be excluded.

9. Group Lessons

9.1 Langlear primarily offers or recommends one-to-one lessons but may offer group classes.

9.2 If a scheduled group lesson goes ahead, it may proceed even if only one enrolled Student attends. An individual Student's absence or cancellation does not normally entitle that Student to a refund unless Langlear confirms otherwise or mandatory rights require it.

9.3 If the Tutor or Langlear cancels the group lesson itself and it is not rescheduled, affected Customers will receive an appropriate refund or credit for the undelivered class.

10. Student Conduct and Lesson Content

10.1 Students, Parents/Guardians and Tutors must communicate respectfully and must not engage in harassment, abuse, intimidation, discriminatory conduct, sexually inappropriate behaviour or serious disruption.

10.2 The Tutor-Student relationship is a professional educational relationship. Customers must not pressure a Tutor to enter a private, romantic, sexual, inappropriate personal or direct financial relationship.

10.3 Langlear lessons use neutral, appropriate language-learning content. Langlear may restrict lesson topics or materials that create material safeguarding, legal, religious, cultural, moral, age-appropriateness or professional-boundary concerns.

10.4 A Student or Parent/Guardian must not require a Tutor to teach restricted or unsuitable content. Where a topic is unsuitable, the Tutor may decline or redirect it and may seek Langlear's guidance.

10.5 Langlear may take proportionate steps where conduct seriously affects safety, welfare, lesson delivery or the rights of others, including warnings, pausing lessons, changing a Tutor or ending services.

11. Young Learners and Safeguarding

11.1 A Parent/Guardian must provide accurate age and relevant welfare information and remain appropriately involved in arrangements for a Student under 18.

11.2 Tutoring-related communication involving a young learner must remain within approved Langlear channels. A young learner must not be encouraged to keep tutoring-related communication secret from their Parent/Guardian or Langlear.

11.3 Customers must not independently record, screenshot or photograph a Tutor or lesson, or distribute lesson images, audio, video or personal information, unless Langlear and all relevant participants have authorised it and applicable requirements are satisfied.

11.4 Safeguarding concerns should be reported promptly to safeguarding@langlear.com or through the safeguarding contact route most recently published by Langlear. Langlear may take immediate temporary protective steps while a concern is reviewed. Such steps do not themselves establish that an allegation is true.

11.5 Where immediate danger or a serious emergency exists, the appropriate emergency or public authority should be contacted in addition to notifying Langlear.

12. Privacy, Confidentiality and Lesson Information

12.1 Langlear uses personal information to respond to enquiries, match Students with Tutors, arrange and support lessons, administer payments, communicate with Customers, protect safety and operate the service.

12.2 Customers must provide accurate information and inform Langlear of material changes relevant to the service, including contact details, age where relevant, learning requirements and safeguarding information.

12.3 Student and Parent/Guardian information may be shared with the matched Tutor and relevant service providers only as reasonably necessary for legitimate teaching, administration, safety and service delivery, subject to applicable requirements.

12.4 Tutors must protect Student information and may use reasonable lesson notes and learning information only for legitimate Langlear teaching purposes.

12.5 Langlear's Privacy Notice provides further information about collection, use, sharing, retention, security and privacy rights. These Terms do not replace the Privacy Notice.

13. Teaching Materials and Intellectual Property

13.1 Materials created or supplied by Langlear remain the property of Langlear or the applicable rights holder. Tutor-owned teaching resources remain the Tutor's property unless otherwise agreed.

13.2 The Customer receives a limited, personal, non-transferable right to use lesson materials supplied for the Student's own learning. The Customer must not sell, publish, commercially redistribute, remove ownership notices from or falsely claim authorship of those materials.

13.3 Student-created work remains subject to the Student's rights. The Customer must not knowingly upload, request or distribute pirated or unlawfully copied resources through Langlear lessons.

14. Complaints and Service Concerns

14.1 Customers should record ordinary lesson concerns in the Langlear WhatsApp Group where appropriate, but must contact Langlear privately if they require Langlear to investigate, decide or take administrative action. A formal complaint may be sent to complaints@langlear.com in accordance with the Langlear Complaints and Service Resolution Policy.

14.2 Langlear may review relevant messages, attendance information, payment records, accounts from those involved and other reasonably available evidence. A complaint is not automatically proof of wrongdoing.

14.3 Langlear will aim to respond reasonably and may offer guidance, facilitate communication, arrange make-up time, issue an appropriate refund or credit, recommend a different Tutor, pause services or take other proportionate action depending on the circumstances.

14.4 Serious safeguarding, abuse, fraud, privacy, direct-payment or professional-boundary concerns may require immediate protective action before a full review is complete.

15. Pausing or Ending Services

15.1 A Customer may stop purchasing future lessons, subject to lessons or services already booked and the cancellation provisions in these Terms.

15.2 Langlear may pause or end services where there is serious or repeated non-payment, abusive or unsafe conduct, safeguarding risk, fraud, deliberate off-platform arrangements, repeated disruption or another substantial breach of these Terms.

15.3 Langlear may also stop offering a particular Tutor or service because of availability, demand, operational change, suitability or circumstances outside reasonable control. Where prepaid services cannot be provided or reasonably replaced, Langlear will provide an appropriate refund or credit, subject to mandatory rights.

15.4 Ending services does not affect rights, payments, refunds or obligations that arose beforehand, and provisions intended to continue will remain applicable.

16. Service Responsibility and Events Outside Control

16.1 Langlear will exercise reasonable care in providing its own services. Tutors are responsible for exercising reasonable care and skill in their teaching.

16.2 Langlear uses third-party services including Google Meet, WhatsApp, banks and payment providers and cannot guarantee that every third-party service will always be uninterrupted or error-free.

16.3 Neither Langlear nor a Tutor guarantees a particular learning outcome. Nothing in these Terms excludes responsibility that cannot lawfully be excluded, including responsibility for fraud or fraudulent misrepresentation.

16.4 Where an event outside a party's reasonable control prevents or materially delays a lesson or service, the parties should communicate promptly and seek a fair practical solution, which may include rescheduling, replacement, credit or refund as appropriate.

17. Changes to These Terms

17.1 Langlear may update these Terms to reflect service, operational, safeguarding or legal changes.

17.2 Material changes will be communicated with reasonable notice where practicable and may require fresh acceptance before new or continued purchases. Urgent safeguarding or legal changes may require faster implementation.

17.3 A change will not retrospectively remove a refund or credit already due or impose an undisclosed charge for a purchase already completed.

18. Applicable Rights, Disputes and General Provisions

18.1 These Terms do not exclude or restrict any rights or protections that cannot lawfully be excluded or restricted. Langlear and the Customer remain subject to any mandatory requirements that apply to them.

18.2 If a disagreement arises, Langlear and the Customer should first attempt to resolve it reasonably and in good faith through direct communication. Nothing in these Terms prevents either party from exercising rights or remedies available under applicable law.

18.3 These Terms and the specific information confirmed for a purchase form the agreement concerning the relevant services, except for fraud or another matter that cannot lawfully be limited in this way.

18.4 If a provision is invalid or unenforceable, it will be adjusted or removed only to the minimum extent necessary and the remaining provisions will continue. A delay in enforcing a right is not a waiver.

18.5 Formal notices may be given electronically. Ordinary lesson communication must remain within the Langlear WhatsApp Group. The English-language version governs where translated information differs, subject to mandatory rights.

18.6 No person who is not a party to the relevant arrangement has a right to enforce these Terms unless applicable requirements provide otherwise.

Acceptance

By selecting the required acceptance confirmation in the Student Registration form, or by booking, purchasing, accepting or participating in services through another authorised process, the Customer confirms that they have read and accepted these Terms. Where the Student is under 18, the Parent/Guardian confirms acceptance on the Student's behalf and accepts responsibility for the arrangements described in these Terms.

**DOCUMENT
CONTROL**

**Version 1.3 | Effective 18 August 2026 | Next review 18 August 2027 | Owner:
Langlear LLC**