STUDENT TERMS AND CONDITIONS

Online language and academic lessons through Langlear

Business

Langlear LLC

Version

1.5

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23 October 2026

Contact

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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 Portal means the account area used for confirmed lesson details, lesson materials, lesson messages, change requests and applicable account administration.

- 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 arranges the trial and records its confirmed date, time and joining details in the Langlear Portal.

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 discussed with a Tutor remain Langlear lessons and must be arranged and paid through Langlear. The Tutor and Customer may discuss preferences in portal Messages, but Messages do not create or change a booking. 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 a suitable match, Langlear arranges the lesson and makes its confirmed details and approved joining link available in the Langlear Portal. Students and Parents/Guardians should use the joining link shown for the relevant lesson.

6.2 Where a Student Free Trial Lesson applies, Langlear authorises it and confirms the date, time, time zone and duration in the portal. Where no trial applies, Langlear confirms the first Paid Lesson there instead. Discussion of availability is not itself a confirmed booking.

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 Confirmed upcoming lessons and lesson history are shown in the Langlear Portal. Customers should check their account time zone and the date and time displayed for each lesson. Changes, additional lessons and replacement lessons take effect only when confirmed through the lesson-change process or by Langlear and recorded in the portal.

6.5 Use portal Messages for lesson discussion, homework questions and technical arrangements. To request a cancellation or reschedule, open the affected lesson and submit the relevant change request. A message alone does not change a booking or a payment. If portal access is unavailable, contact Langlear promptly through an authorised support channel and identify the affected lesson.

6.6 Langlear does not continuously monitor every lesson conversation. Sending a lesson message does not by itself request a refund, credit, complaint investigation, safeguarding response or other administrative action. Use the relevant portal request or contact Langlear directly when its action is needed. Urgent safeguarding concerns must use the safeguarding contact route.

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 Langlear controls confirmed lesson records and approved joining details. Customers and Tutors must use the available portal workflows rather than treating a private message or an informal calendar entry as a change to those records.

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. Any replacement time arranged for another date must be confirmed and recorded through Langlear.

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 submitted through the affected lesson in the Langlear Portal as soon as reasonably possible, identifying the lesson and requested outcome. If access is unavailable, contact Langlear promptly through an authorised support channel so the request can be recorded. Discussion in Messages alone does not change the booking.

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 directly if a refund is requested. Alternatively, the Tutor and Student or Parent/Guardian may agree a reschedule through the portal lesson-change process, 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, send a message in the portal lesson conversation 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 through the portal lesson-change process or directly with Langlear if portal access is unavailable.

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 lesson messages. Students, Parents/Guardians and Tutors should check the relevant request status or obtain confirmation from Langlear rather than assuming a message has been acted on.

8.10 If cancellation or rescheduling requests from either party become frequent or materially disrupt lesson continuity, the other party may report the pattern directly to Langlear. Langlear may review relevant records provided or reported for that purpose, 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 A Parent/Guardian may manage lessons and communication through their own account, or enable separate limited student access after Langlear verifies the relationship. In limited access, the Student may use the approved portal lesson conversation, which remains accessible to their linked Parent/Guardian. Student access does not include payments or account management. Private off-platform contact, disappearing messages and concealed tutoring communication with a child are prohibited. A guardian must not share their own sign-in credentials with a child.

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 may discuss ordinary lesson concerns in portal Messages, but must contact Langlear directly if they require it 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 approved Langlear portal conversations. 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

Selecting the required acceptance checkbox and submitting the Student Registration form is the Customer’s electronic acceptance of these Terms. The adult Student or Parent/Guardian intends that action to record their agreement; no typed or drawn signature is required. The Customer can download or print these Terms and keep a copy. This does not limit any mandatory consumer rights.

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.

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