

Terms & Conditions

Lauren Feeley Learning

Version 2.0

Last updated: 07 September 2026

1. Introduction

Thank you for choosing Lauren Feeley Learning.

These Terms & Conditions explain how my services operate and outline the responsibilities of both Lauren Feeley Learning and the families I work with.

They are intended to make expectations clear and provide a fair framework for working together.

By purchasing a service from Lauren Feeley Learning, you agree to these Terms & Conditions. Where a parent or carer purchases a service for a child, the contract is between Lauren Feeley Learning and that parent or carer.

2. About Lauren Feeley Learning

Lauren Feeley Learning is an independent online education business operated by:

Lauren Feeley (Entrepreneur Individuel)

16 Place des Quinconces
33000 Bordeaux
France

SIREN: 106 487 838

SIRET: 106 487 838 00018

Email: hello@laurenfeeleylearning.com

3. Services

Lauren Feeley Learning currently provides online educational services including:

Learning Labs – one-off, live and interactive group learning experiences built around challenges, investigations and real-world problems.

Learning Clubs – regular small-group online learning sessions, normally offered in four-week blocks.

1:1 Learning – personalised individual learning sessions shaped around the learner's strengths, interests, needs and goals.

Other educational services or resources may occasionally be offered. The relevant service page or written booking information will set out the price, session length, age range, date/time and format applicable to that purchase.

4. 1:1 Enquiries

Families interested in 1:1 Learning are asked to complete an enquiry form.

I will then make contact to learn more about the child, discuss what the family is looking for, answer questions and consider whether 1:1 Learning is an appropriate fit.

Where we decide to proceed, we will agree the focus of learning, a suitable session time and payment arrangements.

Submitting an enquiry does not create an obligation to purchase 1:1 Learning.

5. Requesting and Confirming a Place

Learning Labs

Parents or carers may request a place using the relevant form.

Submitting a form does not reserve or confirm a place. If a place is available, a payment link will be sent.

The child's place is confirmed only once payment has been received.

Places are subject to availability and the stated group capacity.

Learning Clubs

Learning Clubs are normally booked in four-week blocks unless otherwise stated.

Submitting a request does not reserve or confirm a place. If a suitable place is available, payment information will be provided and the place is confirmed once payment has been received.

Learning Clubs currently have a maximum of six learners per group unless the relevant service information states otherwise.

1:1 Learning

A 1:1 session or regular 1:1 slot is confirmed once the session time and payment arrangements have been agreed and any payment due in advance has been received.

6. Fees & Payment

Current fees are those published on the Lauren Feeley Learning website or otherwise confirmed in writing before purchase.

Payment arrangements vary according to the service:

- Learning Labs are normally paid for in advance after availability has been confirmed.
- Learning Clubs are normally paid for in advance as a complete four-week block.
- 1:1 Learning payment arrangements are agreed with the family before sessions begin.

Lauren Feeley Learning may change prices for future purchases. A price change will not alter the price of a service that has already been purchased.

7. Learning Lab Cancellations

Learning Labs are live group sessions held at an advertised date and time.

If a learner cannot attend, the parent/carer should contact Lauren Feeley Learning as soon as possible.

Subject to the statutory withdrawal rights set out in Section 22, once the applicable withdrawal period has ended – or the relevant right has otherwise ceased in accordance with law – a missed Learning Lab is normally non-refundable and cannot be rearranged for an individual learner.

If Lauren Feeley Learning cancels a Learning Lab, the family will be offered an appropriate alternative session or a full refund.

8. Learning Club Absences & Cancellations

Payment for a Learning Club reserves the learner's place for the relevant block.

If a learner misses an individual Club session, that session cannot normally be transferred, rearranged or refunded because their place remains reserved in the group.

If Lauren Feeley Learning cancels an individual Club session, an alternative session will be offered wherever reasonably possible. If that is not possible, an appropriate refund or credit will be provided.

Existing Club members may be offered priority to book a future block, but participation in one block does not automatically guarantee a place in another unless this has been confirmed.

9. 1:1 Cancellations & Rearranging

If a family needs to cancel or rearrange a 1:1 session:

More than 24 hours' notice – the session will be rearranged wherever reasonably possible at no additional cost, subject to availability.

Less than 24 hours' notice – the full session fee will normally remain payable.

Genuine emergencies will be considered with understanding and discretion.

If Lauren Feeley Learning cancels a 1:1 session, an alternative session will be offered or the relevant fee will be refunded or credited in full.

10. Late Arrival & Missed Sessions

Sessions begin and end at their scheduled times.

If a learner joins late, the session will normally still finish at the original scheduled time.

If a learner does not attend a confirmed session, it will normally be treated as a missed session in accordance with the relevant cancellation provisions above, subject always to applicable statutory rights.

11. Online Sessions

Sessions are delivered online, primarily using **Zoom**, or another platform specified before the session.

Parents/carers are responsible for ensuring that learners have:

- a suitable device;
- a reliable internet connection;
- access to the relevant online platform; and
- any resources communicated in advance, where applicable.

Lauren Feeley Learning will make reasonable efforts to resolve technical difficulties.

If a session cannot take place because of a technical problem on Lauren Feeley Learning's side, an alternative session, refund or appropriate credit will be offered.

Refunds are not normally provided for technical problems relating solely to the learner's own device, internet connection or home setup.

12. Parent/Carer Responsibility

Bookings and enquiries for children must be made by a parent or legal guardian, or another adult authorised to act on their behalf.

Parents/carers are responsible for providing accurate information reasonably necessary for the safe and appropriate delivery of the service.

Children should participate from an appropriate and safe environment.

An appropriate adult should be contactable where reasonably necessary, although the adult does not need to remain beside the child throughout a session unless this has been agreed or is appropriate for the individual learner.

13. Educational Support

Lauren Feeley Learning aims to provide engaging, inclusive and appropriately personalised learning.

Activities may be adapted according to learners' ages, strengths, interests and needs.

However, Lauren Feeley Learning cannot guarantee:

- examination results;
- school placements;
- predicted grades;
- specific academic outcomes; or
- a particular level of progress within a specified period.

Learning and progress are influenced by many factors beyond individual sessions.

14. Safeguarding

Safeguarding is central to every aspect of Lauren Feeley Learning.

Lauren Feeley is:

- a UK Qualified Teacher (QTS);
- Enhanced DBS checked (Update Service); and
- holder of a French Bulletin n°3.

Any safeguarding concerns will be managed in accordance with the Lauren Feeley Learning **Safeguarding & Child Protection Policy**.

15. Confidentiality & Personal Information

Information shared by families will be treated confidentially and handled in accordance with the Lauren Feeley Learning **Privacy Policy**.

Confidentiality cannot be guaranteed where:

- a child may be at risk;
- another person may be at risk; or
- disclosure is required by law.

Families are encouraged to share only information that is relevant to supporting their child's participation and learning.

16. Recording Sessions

Sessions are not routinely recorded by Lauren Feeley Learning.

Parents, carers and learners must not record, photograph, screenshot or distribute any part of a session without prior written agreement.

This is particularly important during group sessions to protect the privacy of other children and families.

17. Behaviour During Group Sessions

Learning Labs and Learning Clubs are intended to be positive, inclusive and respectful spaces.

Learners are expected to behave appropriately towards other participants and Lauren Feeley Learning.

Lauren Feeley Learning may mute, temporarily remove or, in serious circumstances, end a learner's participation where behaviour is persistently disruptive, abusive, discriminatory, threatening or compromises the safety or wellbeing of others.

Where appropriate, the parent/carer will be contacted to discuss next steps.

18. Intellectual Property

All lesson materials, presentations, worksheets, activities and digital resources created by Lauren Feeley Learning remain the intellectual property of Lauren Feeley Learning unless otherwise stated.

Resources supplied to learners are for personal educational use only.

They may not be copied, reproduced, shared, sold, published or distributed without prior written permission.

19. Communication

Routine communication should take place by:

- email;
- agreed messaging methods; or
- scheduled meetings.

Lauren Feeley Learning aims to respond to emails within two working days.

Parents/carers should ensure that the email address supplied is accurate and should check their junk/spam folder for booking, payment and session information.

20. Ending Ongoing 1:1 Learning

Ongoing 1:1 Learning may be ended by either party.

Where possible, families are kindly asked to provide **two weeks' notice** when ending a regular 1:1 arrangement. This allows for a smooth transition and enables the regular session time to be offered to another family.

Lauren Feeley Learning may end an ongoing arrangement where there is:

- abusive or threatening behaviour;
- repeated non-payment;
- persistent failure to comply with these Terms & Conditions;
- a safeguarding concern; or
- a reasonable belief that continuing the arrangement is no longer appropriate for the learner or the business.

21. Insurance

Lauren Feeley Learning maintains appropriate business insurance to support the safe and professional delivery of its services.

This includes Public Liability Insurance and Professional Indemnity Insurance.

Insurance details can be made available upon request.

22. Consumer Right of Withdrawal

Nothing in these Terms & Conditions limits any statutory consumer rights that apply to a purchase.

For a distance contract for services where the statutory French right of withdrawal applies, the consumer normally has **14 days from conclusion of the contract** to withdraw without giving a reason.

If the consumer asks for the service to begin before that 14-day period has ended, Lauren Feeley Learning will obtain the consumer's express request before beginning performance.

If the consumer then withdraws after performance has begun, the consumer may be required to pay an amount proportionate to the service supplied up to the point of withdrawal, where permitted by law.

Where the service is fully performed before the end of the withdrawal period, the statutory right of withdrawal may cease where the legal requirements for prior express agreement and acknowledgement have been satisfied.

Where the right of withdrawal applies, the model withdrawal form at the end of these Terms & Conditions may be used. The consumer may instead make any other clear statement communicating their decision to withdraw.

Any statutory exception to the right of withdrawal will apply only where the legal conditions for that exception are met.

23. Events Beyond Our Reasonable Control

Lauren Feeley Learning will not be responsible for delays or inability to provide a service caused by circumstances beyond reasonable control.

These may include:

- serious illness;
- power outages;
- internet or telecommunications failures;
- severe weather;
- natural disasters;
- government restrictions; or
- other unforeseen circumstances that make delivery impossible or unsafe.

Where possible, an affected session will be rearranged, credited or refunded as appropriate.

24. Changes to These Terms

Lauren Feeley Learning may update these Terms & Conditions from time to time.

The latest version will be made available on the Lauren Feeley Learning website.

Changes will not retrospectively alter the terms applying to a service already purchased unless required by law or agreed with the customer.

25. Contact

Lauren Feeley Learning

Lauren Feeley (Entrepreneur Individuel)
16 Place des Quinconces
33000 Bordeaux
France

Email: hello@laurenfeeleylearning.com

Model Withdrawal Form

Complete and return this form only if you wish to withdraw from a contract for which a statutory right of withdrawal applies.

To:

Lauren Feeley Learning
Lauren Feeley (Entrepreneur Individuel)
16 Place des Quinconces
33000 Bordeaux
France
hello@laurenfeeleylearning.com

I/We hereby give notice that I/We withdraw from my/our contract for the provision of the following service:

Service ordered / contract concluded on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) *(only if this form is submitted on paper):*

Date:
