



**Effective Date: April 29, 2026**

**Previous Versions: Feb 16, 2026**

## **HURRA EDUCATION INTERNATIONAL LTD – TERMS AND CONDITIONS**

HURRA EDUCATION INTERNATIONAL LTD 152–160 Capital Office Ltd, Kemp House, City Road, London, United Kingdom, EC1V 2NX Company Number: 14126405

These Terms and Conditions (“Terms”) constitute a legally binding agreement between you (the “User”, “Student”, “Parent/Legal Guardian”, “Customer”) and Hurra Education International Ltd (“Hurra Lingo”, “we”, “us”, or “our”). By registering for, accessing, or using our website, platform, mobile applications, or services (collectively, the “Services”), you confirm that you have read, understood, and agreed to be bound by these Terms and our Privacy Policy.

Nothing in these Terms shall limit or exclude any mandatory statutory or consumer rights applicable under governing law.

### **1. Eligibility and Registration**

1.1 Registration for and use of the Services is restricted to individuals who are at least eighteen (18) years of age.

1.2 Minors may not register or enter into this Agreement in their own name. Students under the age of eighteen (18) may only access and use the Services with the prior consent and supervision of a parent or legal guardian, who shall enter into this Agreement on their behalf and remain fully responsible for compliance.

1.3 Subject to the terms of this Agreement, the User may use the Services, and create, activate, and manage one or more Student profiles linked to the Agreement. The account holder may also, where permitted, create an additional and separate pupil account for another pupil, which shall be governed by the same Terms and Conditions unless otherwise expressly agreed.

1.4 By registering, the User represents and warrants that all information provided is accurate, complete, and up to date. Hurra Lingo shall not be responsible for any damages arising from inaccurate or incomplete information.

1.5 By registering, the User provides consent to receive educational and promotional communications. The User may opt-out or unsubscribe at any time via the link provided in such communications.

### **2. Description of Services**

2.1 Hurra Lingo provides online language education services for children aged 4–18 and adults, delivered through live online lessons conducted by Hurra Lingo’s in-house, qualified teachers, and educational material available on Hurra Lingo online learning platform.

2.2 Hurra Lingo is not a marketplace and does not merely connect teachers and students. All educational services are provided directly by Hurra Lingo.

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2.3 Standard lesson durations are: Thirty (30) minutes for Students aged 4–9, and Forty (40) minutes for Students aged 10 and above.

2.4 Lessons begin at the scheduled time. Late arrival by the Student does not extend lesson duration.

2.5 Once the Student enters an online session, the system may automatically begin recording for the purposes of service quality control, pupil safety, and the use of recordings to provide examples and information aimed at improving the pupil's learning experience. By accepting this Terms and Conditions, the User expressly consents to the recording of all online classes attended by the pupil.

### **3. No Guarantee of Educational Outcomes**

3.1 While Hurra Lingo provides educational services in accordance with pedagogical and educational best practices, no guarantee is given or implied regarding specific learning outcomes, language proficiency levels, academic performance, examination results, or certifications.

3.2 Educational progress depends on multiple factors beyond Hurra Lingo's control, including but not limited to the Student attendance, motivation, individual learning pace, home environment, repetition habits, and technical conditions.

### **4. Technical Requirements and Limitations**

4.1 Users are solely responsible for ensuring adequate internet connectivity, compatible devices, software, camera, microphone, and related technical infrastructure required to access the Services.

4.2 Hurra Lingo shall not be liable for lesson disruption, degradation of quality, or inability to deliver lessons due to User-side technical issues, including internet failures, device malfunctions, or software incompatibilities.

4.3 In cases where a lesson cannot be completed due to User-side technical problems, the lesson shall be deemed delivered and no make-up or refund shall be provided.

### **5. Attendance, Cancellation, and No-Show Policy**

5.1 Students are expected to log in at least two (2) minutes prior to the scheduled start time.

5.2 If a Student fails to attend a scheduled lesson or arrives more than ten (10) minutes late, the lesson shall be considered a no-show, and no replacement or refund shall be granted.

5.3 Cancellations are only available for individual lessons, and must be made at least twenty-four (24) hours prior to the scheduled lesson time. Late cancellations shall be treated as no-shows. In the event that a session is properly cancelled with timely notice, any rescheduled or make-up session shall be planned subject to the availability and suitable time slots of the assigned instructor.

### **6. Teacher Assignment and Substitution**

6.1 Hurra Lingo endeavors to ensure continuity of teacher assignment where reasonably possible; however, Hurra Lingo reserves the unilateral right to substitute or reassign teachers for pedagogical, educational, operational, or technical reasons.

6.2 Teacher substitution shall not constitute a breach of contract or a basis for refund or termination.

### **7. Lesson Observation and Recording**

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7.1 Lessons may be observed and recorded for quality assurance, teacher training, Student safety, service improvement, and dispute resolution purposes.

7.2 Recordings shall be accessed only by authorized personnel and retained in accordance with applicable data protection laws.

7.3 Recordings shall not be shared with third parties except where required by law or competent authorities.

7.4 By accepting these Terms and the Privacy Policy, Users expressly consent to lesson recording.

## **8. Subscriptions, Payments, and Renewals**

8.1 Subscription packages, pricing, and validity periods are published on our website and form an integral part of these Terms and Conditions.

8.2 All payments shall be made by the Customer following receipt of an invoice duly issued by us. Payments may be made by credit card, debit card, or bank transfer.

8.3 In the case of installment-based payments, the Customer agrees to make each installment on its due date. If any installment payment is delayed or not paid on the scheduled installment date, the Customer shall be liable for an additional penalty charge equal to five percent (5%) of the overdue installment amount.

8.4 Each subscription package is subject to a specified validity period, during which the lessons included in the package must be used. The applicable validity periods for lesson-based packages, as published on our website, are as follows:

Packages consisting of up to four (4) lessons, delivered at a frequency of one lesson per week, are valid for a period of one and a half (1.5) months.

Packages consisting of up to twelve (12) lessons, delivered at a frequency of one lesson per week, are valid for a period of four (4) months.

Packages consisting of up to twenty-four (24) lessons, delivered at a frequency of one lesson per week, are valid for a period of eight (8) months.

Packages consisting of up to forty (40) lessons, delivered at a frequency of one lesson per week, are valid for a period of twelve (12) months.

Packages consisting of up to eight (8) lessons, delivered at a frequency of two (2) lessons per week, are valid for a period of one and a half (1.5) months.

Packages consisting of up to twenty-four (24) lessons, delivered at a frequency of two (2) lessons per week, are valid for a period of four (4) months.

Packages consisting of up to forty-eight (48) lessons, delivered at a frequency of two (2) lessons per week, are valid for a period of eight (8) months.

Packages consisting of up to eighty (80) lessons, delivered at a frequency of two (2) lessons per week, are valid for a period of twelve (12) months.

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8.5 Unused lessons expire at the end of the subscription validity period, and are non-transferable and non-refundable.

## **9. Refunds and Withdrawal**

9.1 Users have a statutory right of withdrawal within thirty (30) days of activation, subject to deduction for lessons already delivered or missed due to no-show.

9.2 After the withdrawal period, refunds shall be issued only for unused lessons, less an administrative and cancellation fee of fifteen percent (15%), unless otherwise required by law.

## **10. Intellectual Property**

10.1 All content, materials, software, trademarks, and educational resources provided through the Services are the exclusive property of Hurra Lingo or its licensors.

10.2 Users are granted a limited, non-exclusive, non-transferable license to use the Services solely for personal, non-commercial educational purposes.

10.3 By using our website or services, you may produce certain "User Materials" (including the broadcasting or recording of your image and data, or that of the pupil under your care). In all cases, we use such User materials solely for the purposes of supervising and optimizing overall service quality, improving teaching methods, ensuring pupil safety, providing examples for future reference, supporting our platform features, and for our own marketing and advertising purposes.

## **11. User Conduct**

11.1 Users shall not misuse the Services, upload unlawful or harmful content, or engage in behavior that disrupts lessons or infringes third-party rights.

11.2 Hurra Lingo reserves the right to suspend or terminate accounts for violations of these Terms.

## **12. Limitation of Liability**

12.1 To the maximum extent permitted by law, Hurra Lingo shall not be liable for indirect, incidental, consequential, or punitive damages, including loss of data, loss of profits, or reputational harm.

12.2 Hurra Lingo's total aggregate liability under these Terms shall not exceed the total amount actually paid by the User to Hurra Lingo.

## **13. Force Majeure**

13.1 Hurra Lingo shall not be liable for failure or delay in performance resulting from events beyond its reasonable control, including but not limited to natural disasters, war, pandemics, government actions, power failures, internet service disruptions, or infrastructure outages.

## **14. Termination**

14.1 Users may terminate their account in accordance with the procedures described on the platform.

14.2 Hurra Lingo may suspend or terminate Services immediately in cases of breach, unlawful conduct, or misuse.

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## 15. Governing Law and Dispute Resolution

15.1 These Terms are drafted in English, which shall be the official and controlling language for the purposes of application and interpretation.

15.2 These Terms shall be governed by and construed in accordance with the laws of England and Wales.

15.2 Parties shall first attempt to resolve disputes in good faith. The party raising the dispute shall submit the relevant details and rationale by email to Hurra Education International at [hello@hurralingo.com](mailto:hello@hurralingo.com). If unresolved, jurisdiction shall lie with the courts of the User's country of residence, unless mandatory law provides otherwise.

## 16. GDPR, UK GDPR, and Children's Data Protection Addendum

16.1 Hurra Lingo processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (GDPR) where applicable, and the Data Protection Act 2018.

16.2 For minor Students, personal data is processed solely on the basis of verifiable parental or legal guardian consent and strictly for the purposes of delivering educational services, ensuring Student safety, quality assurance, legal compliance, and service improvement.

16.3 Categories of data processed may include identification details, contact information, lesson participation data, audio/video recordings of lessons, progress reports, and limited technical metadata necessary for service delivery.

16.4 Lesson recordings and learning data are retained only for as long as necessary to fulfil the purposes stated above or as required by applicable law. Appropriate technical and organisational measures are implemented to safeguard children's data against unauthorised access, loss, or misuse.

16.5 Parents and legal guardians have the right to access, rectify, restrict, or request deletion of their child's personal data, subject to legal and contractual limitations. Requests may be submitted via [hello@hurralingo.com](mailto:hello@hurralingo.com).

16.6 Hurra Lingo does not sell children's personal data and does not permit third parties to use such data for independent marketing purposes.

## 17. Artificial Intelligence and Personalised Learning Clause

17.1 Hurra Lingo may use artificial intelligence (AI)-supported systems and automated tools to enhance the learning experience, including but not limited to lesson summaries, progress analysis, personalised content recommendations, adaptive learning paths, and platform performance optimisation.

17.2 AI-supported processing shall not replace human teachers and shall not make solely automated decisions producing legal or similarly significant effects concerning Students.

17.3 AI systems may analyse lesson interactions, learning behaviour, and performance indicators to generate insights intended to support teachers, Students, and parents. Such processing is conducted under human oversight and in accordance with applicable data protection laws.

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17.4 Personal data used for AI-supported personalisation is limited to what is strictly necessary and is not used for unrelated commercial profiling or advertising purposes.

17.5 Parents and legal guardians may request additional information regarding AI-supported processing or object to specific forms of data-driven personalisation where permitted by law.

## **16. Final Provisions**

16.1 If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

16.2 These Terms constitute the entire agreement between the parties and supersede all prior agreements or understandings.

For any questions or complaints, please contact: [hello@hurralingo.com](mailto:hello@hurralingo.com)

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