



WELCOME to HURRA EDUCATION INTERNATIONAL!

We offer services as described on our website www.hurralingo.com.

We are not a marketplace connecting teachers and pupils.

All services are provided by our in-house teachers, who have extensive professional experience.

Terms of Use

- ✓ These terms will form an agreement between you and us.
- ✓ You must read and agree to these terms before using our services.
- ✓ If you do not agree, you may not register and use our services.
- ✓ Your statutory or consumer rights are unaffected by these terms.
- ✓ If you are under the age of 18, you are not allowed to register.

Underage pupils may only use the services with prior written consent from a parent or legal guardian.

In accepting these terms, you are also stating that you have read our Privacy Policy and agree with its content.

All questions, enquiries or complaints should be directed to info@hurralingo.com.

Description of Services

Through our website, Hurra Education International provides access to and use of a technological platform designed to offer online English and other language classes to pupils aged 4–18 and older. These classes give learners the opportunity to practice the language on a one-to-one, conversational, and immersive basis with a certified teacher.



Duration of Each Session

30 minutes long for pupils aged 4-9 years.

40 minutes long for pupils aged 10-18+ years.

Registration

In order to use our services, a parent or legal guardian must register on our platform and, on behalf of the pupil, enter into an agreement with us. Upon completion of registration, you will be granted access to an account on our platform.

You may use our services and create, activate, and manage accounts linked to the agreement.

You may also create a separate account for an additional pupil.

Prices and Payments

Subscription packages and associated prices are described on our website.

All payments shall be made in the manner chosen by you following receipt of an invoice issued by us.

We accept payments via credit or debit card, cheque, or purchase order. All electronic payments are processed by Stripe.

Cancellation of Subscription

We offer a refund if you are not satisfied with our services. Please contact us within 14 days from the date your subscription is activated, and we will provide a full refund of any amount paid by you.

Our efforts in providing the services are front-loaded. Therefore, in the event of cancellation after 14 days, we will refund the total amount paid by you, after deducting the fees for any completed sessions (including no-shows) and an additional 10% cancellation charge.



Postponement

If the pupil is unable to attend a class at the scheduled time, please provide us with at least 24 hours' notice.

If you fail to provide at least 24 hours' notice to reschedule a session, the pupil will be deemed a "no-show" for that session. Each no-show will result in the deduction of one class from the total number of classes purchased, unless a rescheduling is agreed upon by us.

Hurra Education International will use its best efforts, upon request, to assist the pupil in recovering missed sessions.

Ownership and Intellectual Property Rights

All intellectual property rights on the website, its underlying software and technology and the services made available through the website belong to and vest in us or are licensed to us.

Use of Content Provided by Users

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.

Privacy Policy

Please see our Privacy Policy to understand what information we collect, how we collect it and what we do with it. Your privacy is important to us and any personal information will be used in accordance with our Policy.

Once the pupil enters an online session, the system will 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 the Privacy Policy, the user (including parents and legal guardians) expressly consents to the recording of all online classes attended by the pupil.

Liability

Except as expressly provided in this Agreement, no other warranties, conditions, or terms, whether express or implied, statutory or otherwise, shall apply. All such warranties, conditions, and terms are excluded to the maximum extent permitted by law.

Without limiting the foregoing, the liability of Hurra Education International in connection with this Agreement shall not, under any circumstances, exceed the total amount actually paid by you to us in subscription fees.

Applicable Law and Language

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

Resolution of Disputes

Any dispute or claim arising out of or in connection with these Terms shall first be resolved through good-faith negotiations. The party raising the dispute shall submit the relevant details and rationale by email to Hurra Education International at info@hurralingo.com. If the dispute cannot be resolved through such negotiations, jurisdiction shall rest with the courts of the country in which you reside.

Last updated [Friday, December 26, 2025, 00:00:00 GMT+0200]

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