



Little Italy Language School

Terms & Conditions

1. Your Contract

Please read the following Terms and Conditions before enrolling your child. By completing registration and payment, you confirm that you have read, understood, and accepted these terms.

2. Payments, Booking & Term Duration

To secure your child's place, payment must be made at least 7 weekdays before the start of the half term. Admittance to classes is not permitted without payment.

Enrolment is valid for one half-term or one academic year, depending on the payment option selected at the time of enrolment.

Please note that all half-term fees are non-refundable and non-transferable. Once registration is completed, your child's place is confirmed for the term.

In case of withdrawal from a yearly booking, a refund will be issued based on the number of remaining unattended lessons. A 1-month notice period is required for cancellations of yearly bookings.

3. Cancellations and Absences

Little Italy Language School is unable to offer refunds, credits, or make-up sessions for missed classes, regardless of the reason (e.g., illness, travel, or other personal circumstances).

If your child is unable to attend a session, we kindly ask that you inform the school in advance by email or text. Families will be updated on the topics covered during their child's absence, so they can catch up with the help of parents or guardians.

4. Class Supervision

Parents/guardians are responsible for bringing and collecting their children punctually. Depending on the child's age and level of independence, they may be dropped off and picked up at the designated time.

Please notify the school in writing if someone else will collect your child. We will not release children to unknown adults.

Children are under the supervision of Little Italy Language School staff only during class time. The school is not responsible for children outside of scheduled lesson hours.

“Piccolini” classes require the presence of a parent or guardian throughout the entire lesson.

5. Class Changes or Cancellations

In the rare event that the school must cancel a class (e.g., due to staff illness or venue issues), we will offer a replacement session where possible. If rescheduling is not feasible, a refund will be issued for the missed class.

Class times or venues may occasionally change due to circumstances beyond our control. We will give as much notice as possible and aim to minimise any disruption.

If a class cannot be held due to an event at the host venue (e.g., school closure, trip, or internal activity), the missed session will be refunded.

6. Adverse Weather

If a class proceeds and the venue is deemed safe and accessible by staff, we are under no obligation to offer a credit or refund for students who do not attend due to local weather conditions.

7. Learning Materials and Snack Policy

Parents or legal guardians will be required to provide their children with the textbook(s) and exercise books specified by the school. Pupils should also bring a pencil case containing a pencil, rubber, and pencil sharpener. Any additional stationery or classroom supplies will be provided by the school at no extra cost.

Families of children attending the Bilingual Classes are kindly asked to provide their child with a snack to be eaten during the 15-minute break scheduled as part of the lesson time.

8. Health, Illness & Safety

The health and safety of our students is our top priority.

Please do not bring your child to class if they have a contagious illness (e.g., COVID-19, chickenpox, conjunctivitis, flu, vomiting, or diarrhoea). Children must be symptom-free for at least 48 hours before returning after vomiting or diarrhoea.

If your child has a medical condition that may affect participation, please notify the school during registration. All information will be kept confidential in accordance with GDPR guidelines.

Nut-Free Policy

To protect children with severe allergies, Little Italy Language School is a nut-free environment. Children must not bring food items containing any type of nuts (e.g., peanuts, almonds, hazelnuts). We ask all families to check food labels carefully and help us maintain a safe environment.

Accidents and First Aid

In the event of a minor accident, trained staff will administer basic first aid, and parents will be informed at the end of the session—or immediately, if necessary. In case of a more serious incident, parents/guardians will be contacted without delay and emergency services called if needed. An accident report will be completed and shared with the family.

9. Behaviour Policy

We reserve the right to temporarily or permanently remove a child from class if their behaviour compromises the safety, well-being, or learning of others. This decision will only be made following communication with the family and after reasonable attempts to resolve the issue.

10. Personal Belongings

Children should not bring valuables to class. Little Italy Language School is not responsible for any lost or damaged personal items.

11. Communication

We value open and respectful communication with families. If you have any questions or concerns, please contact us via email, and we will do our best to assist you.