

### **General Terms & Conditions**

1. New customers that purchase a minimum of 12 lessons in one single transaction are eligible for entry into our Loyalty Reward Scheme (LRS).
2. After entering the scheme, all subsequent course purchases must be for 15 or more lessons in one single transaction to qualify for further advancement in the scheme (includes 1-to-1 courses and Toddler Playgroup but excludes complimentary lessons, ENGLISH CLUB, Adult Coffee Morning and any Parent Discount offers). Course purchases of less than 15 lessons are not included in this scheme.
3. Customers who purchase ENGLISH CLUB using the ENGLISH CLUB special offer (buy Term 2 and receive Term 1 at a discounted price) are eligible to receive one course credit.
4. All students who have studied with EfA since September 2015 automatically qualify for our LRS regardless of whether they are currently enrolled in a course or not.
5. Customers will receive their respective course discount and gift coupon upon enrolment in a course. Replacement gift coupons will not be provided.
6. Students who choose to hold fees for eight or more lessons shall not qualify to advance up the ladder. No further enrolment benefits will be provided during that period.
7. Customers purchasing a July and August Summer programme in one single transaction will be deemed to have purchased one course.
8. All course discounts are non-transferable, can only be used on selected courses and cannot be used in conjunction with any other special offers, staff discounts or funding schemes.
9. For every tenth course purchased, students will receive a special educational gift (e.g. a free Trinity GESE and GESE preparation course subject to timetabling). This credit is valid for one year; the credit will not be extended nor can it be transferred to another student.
10. All courses and services are subject to availability.
11. In the event of dispute, EfA reserves the right to interpret and make the final decision.

### **Gift Coupon Terms & Conditions**

1. All products are subject to availability.
2. This coupon is transferable and must be used in one single transaction.
3. This coupon is valid for nine months from the date of issue. No extension will be granted for unused vouchers.
4. This coupon can be used to purchase courses and/or exchange for educational books (excluding course/student books), stationery or toys that are displayed in the Centre.
5. Coupons cannot be exchanged for cash or other services and cannot be used in conjunction with any CEDP course and Trinity London College Examinations purchase.
6. No refunds or exchange of items will be permitted on any redeemed product or service after purchase.
7. Photocopied or damaged coupons will not be accepted.
8. EfA does not accept responsibility or liability for lost, damaged, stolen or any unauthorized use of redeemed products.
9. In the event of dispute, EfA reserves the right to interpret and make the final decision.