

Terms and Conditions

Last updated: 11/10/2026

These terms apply to anyone booking a course with Stratum Education, a sole trader business operated by Georgina al-Badri ("we", "us", "our").

1. Who can book

Where a student is 16 or 17, the course must be booked by a parent or guardian, who confirms as part of booking that they consent to the student's participation. Where a student is 18 or over, they may book for themselves.

2. The course

Courses run for 10 weeks, with one 1-hour live online session per week.

Sessions run on Google Meet, with materials shared via Google Classroom.

Sessions are not recorded. Text chat during sessions may be saved — see our Privacy Policy for details.

Course materials remain available via Google Classroom during the course and for a short period afterwards, and may be downloaded to keep permanently for personal, non-commercial use.

3. Booking and payment

The course fee is £300 per student for a 10-week course, payable in full at the time of booking.

4. Cancellations and refunds

By you:

Your right to cancel:

- Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel this contract within 14 days of booking, without giving any reason. To cancel, tell us clearly (for example by email to info@stratumeducation.co.uk, or using the model cancellation form at the end of these terms — using the form is optional). We will refund the full amount paid within 14 days of receiving your notice of cancellation, using the same payment method you used to book.
- If the course begins within the 14-day cancellation period and before cancellation, you will pay a proportionate amount for any sessions already delivered.

After the 14-day cancellation period:

- You will receive a full refund if cancelled more than 4 weeks before the course starts, reducing to partial refund closer to the start date except in exceptional circumstances at our discretion.
- No refund is possible once the course has started except in exceptional circumstances at our discretion.

By us:

If we need to cancel a course (for example, due to insufficient enrolment), you will be offered a full refund or the option to transfer to a different course or time slot.

If we need to reschedule an individual session, we will give as much notice as possible and provide a recording or catch-up materials where the original content can't be easily rearranged.

5. Missed sessions

If a student misses a session, materials remain available via Google Classroom so they can catch up in their own time. A brief recap of previous sessions will also be given at the beginning of each session to help with this.

6. Conduct

Students are expected to behave respectfully towards tutors and other students during sessions. We reserve the right to remove a student from a course, without refund, in cases of serious or repeated misconduct, following reasonable attempts to address the issue with the student and/or their parent or guardian first.

7. Safeguarding

All tutors are DBS-checked and safeguarding-trained. See our Privacy Policy for how we handle any safeguarding concerns that arise.

8. Intellectual property

Course materials are provided for the personal use of the enrolled student and their family. They may not be redistributed, resold, or used for any commercial purpose without our written permission.

9. Liability

We will provide the course with reasonable care and skill. We are not liable for issues arising from circumstances outside our reasonable control (for example, internet outages or third-party platform downtime). Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, or for fraud.

10. Complaints

If you're unhappy with any aspect of the course, please email info@stratumeducation.co.uk. We will acknowledge your complaint within 2 working days and aim to resolve it within 5 working days. If we can't resolve it, we'll explain why and what options remain open to you.

11. Governing law

These terms are governed by the law of England and Wales. Nothing in this clause affects your statutory rights as a consumer, including your right to bring proceedings in the courts of the part of the UK where you live.

12. Contact us

Stratum Education, a trading name of Georgina al-Badri

info@stratumeducation.co.uk

Stratum Education
SIU Offices
4 - 6 Greatorex Street
London, E1 5NF
United Kingdom

Model cancellation form

(Complete and send this form only if you wish to cancel the contract.)

To: Stratum Education, info@stratumeducation.co.uk

I hereby give notice that I cancel my contract for the supply of the following service:
[course name and start date]

Ordered on: [date]

Name of consumer(s): [name]

Address of consumer(s): [address]

Date: [date]