

By making a booking with Asami Language Services Ltd. (trading as 'Asami Language Services' or 'ALS') you agree to the terms and conditions as set out below and understand how your data is used as part of our privacy policy. Unless specifically agreed in writing, these conditions have precedence over any other communications.

Japanese Language Education

1.0 Course Availability and Suitability

Every attempt will be made to place you on the course of your choice. In the event of insufficient applications for a course, the school reserves the right to offer an alternative course of equal value or a full refund. Please note that final confirmation of participation in the course will be subject to the demand for each level. In the unlikely event of ALS being unable to run a student's chosen course, they will be offered an alternative course of equivalent value or a full refund of the fees.

Should your course not be at a suitable level we will seek to accommodate you, subject to availability, in a different class. To accommodate this change, we will need to receive written notification on or before the last working day which falls during the first week of the enrolled course.

Courses take place Online via Zoom. Please check specific course pages for exact details. Class times and course content are as advertised on the website.

1.1 Age

Our minimum publicised age for integrated foreign language lessons at ALS is 18. ALS reserves the right to admit under 18s on integrated courses providing appropriate risk assessments and safeguarding measures have been carried out. Closed group provision for students of any age can be made on request.

1.2 Attendance and Student Holidays

Students are expected to attend lessons regularly and on time. No refunds will be provided for lateness or unauthorised absence.

1.3 Public Holidays

Unless otherwise stated there are no classes on public holidays in England. Course fees are not pro rata for weeks where bank holidays take place. Partial refund requests for lessons missed due to public holidays will not be considered.

Any class that falls on a bank holiday is rescheduled to another day. This is detailed on each course page with an intake which is affected and in the confirmation email received before course starts. Course fees are not pro rata for any student unable to adjust to the change in schedule when classes are moved

from a week where bank holidays take place. Partial refund requests for lessons missed due to public holidays will not be considered.

1.4 Code of Conduct

The school reserves the right to terminate an enrolment without issuing a refund, where a participant's behaviour is such that it would be unreasonable for them to continue their studies. We also reserve the right to cancel a student's course due to overriding health and safety concerns.

2.0 Course Bookings

ALS only accepts bookings made via our website, approved course booking link(s) or application form(s). For more information, please email info@asamils.com.

2.1 Special Offers

Any promotional special offers or campaigns are subject to separate terms and conditions which are made clear at the time of booking. Special offers cannot be applied retrospectively to existing bookings which are made prior to the eligible booking period for a given promotion. Promotions cannot be combined under any circumstances. ALS reserves the right to refuse or discontinue a promotion without warning.

2.2 Variation to Fees

We usually set, and hold, our fees for a calendar year. In certain circumstances, ALS may revise and publish new fees midway through a calendar year. Fees are chargeable based on the rates published at <https://www.asamils.com/book-online>.

2.3 Payment of Fees

All courses require full and upfront payment. If not paid via our online booking system, an invoice or payment link will be raised and sent to you. We do not allow students that owe any fees to attend the class or to enter the classroom. Your place is not confirmed until the full course fees have been received. Where payment via bank transfer is made you are responsible for any associated bank transfer fees not borne by ALS. Enrolling students with an outstanding balance will be asked to make full payment before being admitted to their course. ALS reserves the right to suspend the student from any course should any outstanding fees be owed post arrival.

Any unpaid course bookings are not considered confirmed until the full fees are paid, and no official course documentation is issued without remittance of full course fee payment.

Group and bespoke bookings are governed by separate payment terms as outlined in the Service Level Agreement (SLA) applicable to the group booking.

3.0 Postponing, Changing or Cancelling Your Booking – Group Classes

If you decide to change, postpone or cancel your course, you must provide written notification by email to info@asamils.com.

3.1 Course Postponements

Should you need to postpone your booking the following terms apply:

3.11 Postponements made 7 or more days prior to course commencement date

- Permitted

3.12 Postponements within 7 days of the course commencement date

- Not permitted

3.13 Postponements on or after the course commencement date

- Not permitted

You cannot postpone a course more than once, any subsequent requests to postpone will not be permitted. Any postponed course cannot be cancelled at a later date for a refund.

Where courses are postponed to a start date in the next calendar year, IHL reserves the right to charge any difference in fees to the originally booked period of study.

Postponements can only be made for a new course start date within 6 months of the originally booked course start date. Additional fees may apply where the requested course has a higher value than the original booking. In this case you will receive an additional invoice to pay any difference in fees.

3.2 Changing Your Course Level

Should you begin your course and feel the need to change to a higher or lower level, you will need to notify your teacher during the first lesson and in writing to info@asamils.com within the first calendar week of your course. Level changes requested later than this may not be considered.

3.3 Cancelling Your Course

For course cancellation requests the following terms apply. Any agreed refund is subject to a refund handling fee as outlined in section 5.1 Please note this applies to all courses booked any time before, on the day of, or even after the course's start date

3.34 Cancellations 14 or more days before course commencement date: full refund

3.35 Cancellations between 14 and 7 days before course commencement date: full refund minus £50 cancellation fee

3.36 Cancellations made within 7 days of course commencement date: no refund
Where ALS is unable to deliver the programme as sold a full refund will be provided without any refund handling fees applied.

3.4 Postponing or Cancelling Your Course – Block Bookings

Customers booking multiple courses in one block benefit from a cumulative discount as advertised. The following terms apply where block bookings are postponed or cancelled:

3.41 Postponements for the first course within a block are subject to the terms and conditions outlined in point 3.1. Any postponements for subsequent courses within the block are not permitted.

3.42 Cancellations for the first course within a block are subject to the terms and conditions outlined in point 3.3. Any cancellations for subsequent courses within the block are not permitted.

4.0 Bespoke Courses & 1:1 Tuition (private lessons)

The following terms relate to bespoke course bookings including private 1:1 tuition and closed groups. Bespoke courses are based on the students' needs which are assessed via an online needs analysis form before starting the course.

4.1 Course Provision and Delivery

For ALS to source the most appropriate trainer for a given course it is requested that two (two) weeks' notice is given between course booking and commencement. Where sessions are pre-paid and not scheduled, you have up to 6 months from the booking date to schedule your lessons. Any hours which remain unscheduled after 6 months of the booking date are non-refundable and cannot be postponed or transferred.

Online bespoke lessons are delivered via Zoom.

4.2 Cancellations and Postponements

If you decide to change, postpone or cancel your course, you must provide written notification by email to info@asamils.com.

4.21 Cancelling blocks of 1:1 lessons

- Cancellations 7 or more days before course commencement date: full refund
- Cancellations within 7 days commencement date: no refund

4.23 Cancelling or postponing a single 1:1 lesson within a block

- 1 or more working day in advance of a lesson: permitted for rescheduling

- Within 1 working day of a lesson: Lesson considered as delivered and there will be no refund or further lesson added to the schedule as credit.

Some bespoke bookings will have an accompanying Service Level agreement which will outline any additional terms, any such agreement will take precedent over the published terms and conditions on this page.

5.0 Payments and Refunds

ALS is a cashless operation and does not accept any cash onsite regardless of value. All fees are stated in GBP.

5.1 Payments

We accept payment using MasterCard, Visa, American Express and JCB and you can pay via our website at the time of booking or by a secure payment link. Students domiciled outside the UK can pay via PayPal. For bank transfers please refer to payment instructions on the invoice provided. Please make sure that you quote your course code, course start date (date/month/year, e.g. 25/01/25) and your family name in the reference section. ALS is not responsible for international bank transfer fees, and these must be covered by the payee when making the bank instruction. Any outstanding fees will be collected on arrival and students will not be permitted to enter class until the balance is settled in full, this includes any unpaid bank charges.

5.2 Refunds

Any agreed refunds for course or sundries will be paid up to 30 calendar days following the agreed refund date. Refunds are only payable to the bank account or card used for the original booking and must conform with ALS's Anti Money Laundering policy and any other regulatory or statutory requirements applicable. Any course that is postponed and then subsequently cancelled is bound by the same terms and conditions that would have applied at the time of the initial postponement.

5.3 Anti-Money Laundering

Asami Language Services policy and aim is to fully comply with all UK legislation in relation to Anti Money Laundering, and to ensure it minimises the risk of money-laundering taking place in its operations. [IH London AML Policy](#)

6.0 Force Majeure

In the event of 'force majeure', such as but not limited to fire, flood, pandemic, infectious diseases and any other events outside our reasonable control which may cause the closure of the school, no refund of fees will be made to students.

7.0 Reviews

Asami Language Services will contact you via email to invite you to review any services received from us. We use an external company, SurveyMonkey, to collect your feedback which means that we will share your name, email address with SurveyMonkey. If you want to read more about how Trustpilot process your data, you can find their Privacy Policy [here](#).

8.0 Course Certificates

Providing you have attended a minimum of 66% of your course, we can provide you with a digital Certificate of Attendance. Please send an email to info@asamils.com and we can arrange this for you.

9.0 Coursebook Purchases

- Whether a course requires a specific coursebook will be clearly indicated on the course page on our website.
- We recommend that students purchase the exact version of the coursebook specified on the course page after the first lesson.

9.1 Eligibility

Only students currently enrolled in one of our Japanese language courses are eligible to purchase a coursebook.

9.2. Coursebook Information

- Whether a course requires a specific coursebook will be clearly indicated on the course page on our website.
- We recommend that students purchase the exact version of the coursebook specified on the course page after the first lesson.

9.3. Ordering and Payment

- Should a course book is required, we will indicate the details of the course book and where to purchase it online in the United Kingdom.
- A link for book purchase will be sent to students in their course welcome email.
- The student is expected to order the course book directly from the seller. ALS is not involved with the transaction.
- If the desired coursebook is sold out at the time of purchase, you will request the refund to the seller directly.