



AE1 Learning – Terms and Conditions

AE1 Global Limited · Last updated: 18 October 2026

These Terms and Conditions ("Terms") apply to the websites ae-one.com and portal.ae-one.com and to all classes, courses and services provided by AE1 Global Limited ("AE1", "we", "us"), a company registered in the United Kingdom. By creating an account, booking a class or buying a course you agree to these Terms. Please read them carefully.

1. Who can use our services

- Our services are for students and their parents or legal guardians.
- Accounts for students under 18 must be created and managed by a parent or legal guardian, who accepts these Terms on the student's behalf and is responsible for the account.
- You must give true and up-to-date information when you sign up and keep your password private. You are responsible for all activity on your account.

2. Our services

- Self-study courses: online lessons, notes, quizzes and practice material, available for the access period shown on the course page (normally 1 year from purchase).
- Live classes: online group classes (small groups of 3–5 students) and one-to-one classes, bought as monthly plans (for example 4, 8 or 12 sessions per month), valid for 30 days from payment.
- Free demo class: one free trial class may be offered before you decide to buy.
- We may update course content, timetables or teachers to keep the quality high. We will tell you about any important change.

3. Fees and payment

- All prices are shown in pounds sterling (GBP) on our website and fee calculator.
- Payment is made online through our payment provider (such as PayPal). We do not see or store your full card details.
- Access to a paid course or class plan starts only after payment is confirmed. Course material is not free and is only available to paying students in their own account.
- Discounts and offers (for example sibling or referral offers) apply only as described at the time of the offer and cannot be combined unless we say so.

4. Cancellations and refunds

- Self-study courses: under UK consumer law you normally have 14 days to cancel an online purchase. By starting to access a course during that time you agree that you lose this right to cancel for that course, as allowed by the Consumer Contracts Regulations 2013.
- Live classes: please give at least 24 hours' notice to reschedule a class. Classes missed without notice may not be refunded or rescheduled.
- If we cancel a class, we will offer another time or a refund for that class.
- Refund requests should be sent to contact@ae-one.com. Approved refunds are paid back using the original payment method.
- Nothing in these Terms affects your legal rights as a consumer.

5. Behaviour in classes and online

- Students must be respectful to teachers and other students, follow the teacher's instructions and use only the class links we provide.
- Students must not record, photograph, screenshot or share classes or other students' details without permission.
- We may remove a student from a class, or close an account, for serious or repeated misbehaviour. Our Child Safety Policy also applies to every class.

6. Copyright and use of material

- All course material, notes, videos, quizzes, posters and website content are owned by AE1 Global Limited or used with permission, and are protected by copyright.
- Material is for the personal study of the student who paid for it. You must not copy, sell, share, upload or pass it on to anyone else.
- © AE1 Global Limited. All rights reserved.

7. Results and progress

- We work hard to help every student improve. Our results guarantee applies only as described on our website (for example, the student attends every class, completes weekly tests and homework, and a parent joins the monthly parent-teacher meeting).
- Exam results also depend on each student's own effort, so we cannot promise a particular grade or school place.

8. Privacy

- We collect and use personal information (such as names, year group, contact details and progress records) only to run our services, and we handle it in line with UK data protection law (UK GDPR).
- We do not sell your personal information. You can ask to see, correct or delete your information by emailing contact@ae-one.com.

9. Our responsibility to you

- We provide our services with reasonable care and skill. We are not responsible for problems caused by your own internet connection, device or software, or by events outside our reasonable control.
- Nothing in these Terms limits our responsibility where the law does not allow it to be limited.

10. Changes to these Terms

- We may update these Terms from time to time. The latest version will always be on our website, with the date it was last updated.

11. Law and contact

- These Terms are governed by the laws of England and Wales.
- Questions? Contact us at contact@ae-one.com or through our website ae-one.com.