



Bilingual Roots Academy

Terms & Conditions

Effective Date: 30 August 2026

1. Services

Bilingual Roots Academy is a trading name of Maria Mejuto Sanjurjo. References to "Bilingual Roots Academy", "we", or "us" within these Terms & Conditions refer to Maria Mejuto Sanjurjo. Bilingual Roots Academy provides Spanish language programmes, memberships, digital resources and printed educational materials for families.

2. Payments

12-Week Premium Programme

- **Full Payment:** £1,100
- **3 Monthly Instalments:** 3 × £390 (£1,170 total)

The instalment option costs slightly more (£1,170 total instead of the single payment of £1,100) to reflect the additional administration, payment processing fees and the flexibility of spreading the cost over three months.

The first payment is due before the programme begins. The remaining payments are collected monthly on the agreed dates. By choosing the instalment plan, the customer agrees to pay the full balance of £1,170.

Home Learning Membership

£49 per month. Membership renews automatically until cancelled before the next billing date.

3. Refund Policy

Digital products are non-refundable once access has been granted. Printed materials are non-refundable unless faulty or damaged. If Bilingual Roots Academy cancels a programme before it begins, a full refund will be issued.

4. Intellectual Property

All stories, songs, worksheets, flashcards, videos, illustrations, curriculum, branding and resources remain the intellectual property of Bilingual Roots Academy.

5. Copyright

All purchases provide a personal, non-transferable licence for one household only.

6. Cancellations

Premium Programme: once programme materials have been released, refunds are not available.

Membership: cancellation takes effect at the end of the current paid billing period.

7. Premium Lesson Changes and Rescheduling

Requests to change the date or time of a Premium Programme lesson must be made at least 24 hours before the scheduled start time. One lesson change is permitted during the 12-week programme. Additional changes may be permitted where the child is unable to attend due to illness; in this situation, the parent or guardian should give notice as soon as reasonably possible.

Where a change is accepted, Bilingual Roots Academy will offer an alternative date or time, subject to availability. A lesson missed without the required notice may be treated as delivered and may not be rescheduled, except where illness or exceptional circumstances reasonably prevented earlier notice.

8. Parent Responsibility

Parents or guardians remain responsible for supervising children while using all activities and resources.

9. Limitation of Liability

Learning outcomes depend on participation, consistency and family involvement and therefore cannot be guaranteed.

10. Privacy

Personal information is handled in accordance with our Privacy Policy and is never sold to third parties.

11. Access to Digital Content

Access is for the registered customer only. Login details must not be shared. Access may be suspended if unauthorised sharing is detected.

12. Video Lessons

Video lessons may not be recorded, downloaded, screen-recorded, copied or redistributed without written permission.

13. AI & Commercial Use

Resources may not be used to train AI models, create derivative educational materials or be used commercially without written permission.

14. Fair Use Licence

Resources may not be shared with other families, uploaded online, resold, or used in schools, nurseries, tutoring businesses or childcare settings without an appropriate licence.

15. Force Majeure

Bilingual Roots Academy is not responsible for delays caused by events beyond its reasonable control.

16. Changes to Terms

These Terms & Conditions may be updated from time to time. The latest version will always be available on our website.

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.