

AERO-COMS TERMS OF BUSINESS

Last updated: 7 January 2026

Business location: United Kingdom

These Terms of Business ("Terms") govern the supply of online aviation English training, coaching, digital content and related services by **Aero-Coms** ("we", "us", "our") to individual consumers ("you", "your").

By purchasing or using our Services, you agree to be bound by these Terms. If you do not agree, you must not purchase or use the Services.

1. DEFINITIONS

Agreement – the contract between you and us incorporating these Terms.

Digital Content – data produced and supplied in digital form, including videos, audio files, online lessons, exercises, recordings, downloadable materials and platform content.

Services – online training, coaching sessions, courses, subscriptions, assessments and associated Digital Content.

Session – a live, instructor-led online training or coaching session delivered via videoconferencing.

Training Duration – the period during which your purchased Services or subscription remain active, including any stated expiry periods.

Trainer / Coach – an individual appointed by us to deliver Sessions.

User Account – your personal login credentials enabling access to our platform.

Subscription Plan – a paid plan granting time-limited access to specified Services or Digital Content.

2. USE OF OUR SERVICES

2.1 Our Services are delivered online. You are responsible for ensuring you have suitable equipment, software and a stable internet connection.

2.2 All Session times are scheduled in the **time zone stated at booking**. It is your responsibility to ensure correct attendance.

2.3 We do not guarantee uninterrupted or error-free access on all devices or systems.

2.4 Content may be updated, modified or withdrawn at any time. Continued availability is not guaranteed.

3. USER ACCOUNTS & CONTENT USE

3.1 Our Training Content is assigned to one individual User, identified by a unique email address. You must provide your personal email address when completing the registration form on our website.

3.2 Services and User Accounts are personal to you and must not be shared without our prior written consent.

3.3 You must keep your login details confidential and are responsible for all activity carried out through your account.

3.4 You must not (directly or indirectly) syndicate, sell, resell, licence or offer for sale any part of our website, Services, Digital Content, files or data, whether publicly available or not.

3.5 If you believe your account has been compromised, you must notify us immediately at **info@aero-coms.com**.

4. PRICES & PAYMENT

4.1 Prices are displayed on our website in GBP or EUR (as applicable) and include VAT where required under UK VAT rules.

4.2 Payment must be made in full before access to Services is granted.

4.3 We reserve the right to suspend or cancel Services if payment is not received.

4.4 Prices and Subscription Plan fees may change at any time but will not affect purchases already made.

5. CONSUMER CANCELLATION RIGHTS (UK LAW)

5.1 Standard Cooling-Off Right

Under the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a legal right to cancel your purchase within 14 days of the contract being made and receive a full refund, unless an exception applies.

5.2 Digital Content & Immediate Supply

Where Digital Content or Services are supplied immediately after purchase, you will be asked to:

- expressly consent to immediate supply; and
- acknowledge that you lose your statutory **14-day** cancellation right once supply begins.

Once access to the Digital Content or Services has started following this consent, cancellation for change of mind will no longer be possible.

5.3 Statutory Rights

Nothing in these Terms affects your statutory rights under the **Consumer Rights Act 2015**, including your right to remedies if Digital Content or Services are faulty, not as described, or not provided with reasonable care and skill.

6. REFUNDS & CREDITS

6.1 Where a refund is approved in accordance with these Terms or required by law, it will be issued to the original payment method within **14 days**.

6.2 Session credits or rescheduled Sessions have **no cash value**, are **non-transferable**, and must be used within the applicable Training Duration or expiry period.

6.3 Once Services have commenced following express consent, fees are non-refundable except where required by law.

7. TRAINING SESSIONS

7.1 Sessions must be cancelled at least **12 hours** before the scheduled start time.

7.2 Cancellations made **between 12 and 24 hours** before the scheduled Session may be eligible for a 50% refund, at our discretion, or may alternatively be credited for future use.

7.3 Cancellations made **more than 24 hours** before the scheduled Session may be refunded in full, rescheduled, or placed on hold for booking on a different date.

7.4 A Session cancelled with **less than 12 hours** notice, or where the User fails to attend, will be deemed delivered and deducted in full from the allocated Sessions.

7.5 A no-show occurs when the User does not attend the Session within 15 minutes of the scheduled start time.

7.6 Where Services are purchased as a **multi-Session package**, each Session constitutes a separate service. Sessions already delivered are non-refundable. Remaining Sessions may only be refunded where required by law.

7.7 We reserve the right to substitute Trainers or Coaches where reasonably necessary, provided the replacement is suitably qualified.

7.8 We commit to providing quality language classes for the length of time agreed. If a Trainer/Coach arrives late and the full Session time cannot be completed, the remaining minutes may be completed at the start or end of a subsequent Session.

7.9 If technical issues occur, both parties will attempt reasonable solutions (audio-only, alternative platform). Where a Session continues in any form, it will be deemed delivered.

8. TRAINING DURATION & SESSION EXPIRY

8.1 Access to Services is provided for the Training Duration specified at purchase.

8.2 Training Duration begins from the date of your first paid Session or platform access, whichever occurs first.

8.3 Some Services, including online Sessions, are subject to **expiry periods**. Credited or unused Sessions must be used within the applicable Training Duration or stated expiry period.

8.4 Sessions not used within the applicable Training Duration or expiry period will **expire**, become invalid, and will no longer be redeemable.

8.5 Extensions or suspensions are at our discretion and may incur additional fees.

9. INTELLECTUAL PROPERTY

9.1 All intellectual property rights in our Services, platform and Digital Content remain our exclusive property.

9.2 You are granted a limited, non-transferable, non-exclusive licence to use the Digital Content for personal, non-commercial purposes only.

9.3 You must not copy, share, resell or distribute any content without our prior written consent.

10. DATA PROTECTION, RECORDINGS, MISUSE & CONDUCT

10.1 We process personal data in accordance with UK GDPR and our Privacy Policy.

10.2 Sessions may involve audio or video recording for training, assessment, moderation or quality purposes. Recordings remain our intellectual property and are provided for the User's personal review only.

10.3 The User must not record, copy, share or distribute Sessions or recordings without our prior written consent.

10.4 We reserve the right to suspend or terminate access to Services where they are misused, accessed fraudulently, or used in breach of these Terms.

10.5 We reserve the right to suspend or terminate Services without refund where a User engages in abusive, threatening, discriminatory or inappropriate behaviour towards Trainers, staff or other Users.

11. LIMITATION OF LIABILITY & DISCLAIMERS

11.1 We do not exclude or limit liability where it would be unlawful to do so, including for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

11.2 Subject to this, we are not liable for indirect or consequential losses, loss of business, loss of opportunity, loss of income, or losses arising from reliance on the Services.

11.3 Our Services are provided for **training and educational purposes only**. We do not guarantee examination results, ICAO or FCL.055 language levels, licence issuance, employment outcomes, interview success, or acceptance by any airline, authority or examiner.

11.4 We are not responsible for decisions made by regulatory authorities, examiners, airlines or third parties.

11.5 We are not liable for failures caused by internet outages, third-party platforms, technical failures, or events outside our reasonable control.

12. FORCE MAJEURE

We shall not be liable for failure or delay in performing our obligations due to events beyond our reasonable control, including (without limitation) illness or accident, instructor unavailability due to airline operational requirements, internet or platform outages, strikes, governmental actions, natural disasters or other force majeure events.

13. COMPLAINTS

13.1 Complaints relating to a Session must be raised within **48 hours** of the Session taking place. Complaints raised after this period may not be accepted unless there is a valid reason for delay.

13.2 Complaints should be submitted promptly to **info@aero-coms.com**. We will use reasonable efforts to resolve issues fairly and promptly.

14. AMENDMENTS OF OUR TERMS & SEVERABILITY

14.1 We reserve the right to change these Terms from time to time for any reason by posting updated Terms on our Website and indicating the modification date at the top of this page. Please review the Terms regularly to ensure you remain satisfied with any changes.

14.2 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

15. GOVERNING LAW, LANGUAGE & JURISDICTION

15.1 These Terms are governed by the laws of England and Wales, and the courts of England and Wales shall have jurisdiction.

15.2 These Terms apply to purchases made by individual consumers. Business-to-business agreements may be subject to separate terms.

15.3 These Terms are drafted in English. In the event of any translated version, the English version shall prevail.

16. CONTACT DETAILS

Aero-Coms

Email: **info@aero-coms.com**

Website: **www.aero-coms.com**