



Teacup PSI IT LTD — Company No. 15513867
Registered in England and Wales
Last updated: July 2026

1. Who we are

These Terms and Conditions govern the relationship between you (the customer) and **Teacup PSI IT LTD** ("we", "us", "our"), a company registered in England and Wales under company number 15513867, with its registered office at 182–184 High Street North, East Ham, London E6 2JA, United Kingdom.

By using our website, booking a session, or purchasing any of our services or materials, you accept these Terms.

2. What we provide

We provide:

- **Coaching sessions** — one-to-one online sessions supporting personal, professional and educational goals
- **Online lessons** — private Italian lessons with a dedicated teacher
- **Digital learning materials** — downloadable resources and course content

Sessions are delivered online. We will agree the date, time and format with you in advance.

3. Booking and payment

You may book with us by contacting us directly by email, or through our website.

Prices are agreed with you before the service begins and are confirmed on your invoice. Payment is due as stated on the invoice.

We reserve the right to change our prices, but any change will not affect a booking you have already confirmed and paid for.

4. Your right to cancel

If you are a consumer in the UK or the EU, you have a legal right to cancel your booking within **14 days**, in line with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Full details of how cancellations, rescheduling and refunds work are set out in our [**Refund and Cancellation Policy**](#), which forms part of these Terms.



5. Digital materials — licence and use

When you purchase digital materials, we grant you a **personal, non-exclusive, non-transferable licence** to download and use them for your own learning.

You may print or save a copy for your own reference. You may **not** copy, resell, share, sublicense or distribute our materials to anyone else, whether modified or not.

6. Intellectual property

All content on our website and in our materials — including text, images, videos and downloadable resources — remains our property, or that of our licensors. Purchasing a product gives you the right to use it, not to own it.

7. Your responsibilities

You agree to:

- Provide accurate information when booking
- Attend your sessions at the agreed time, or give us notice as set out in our Refund and Cancellation Policy
- Treat your teacher or coach with respect

We may end a session, or decline future bookings, if a customer behaves abusively.

8. Our responsibilities and limits

We take care to deliver our services professionally and to a good standard. Coaching and language learning depend on your own participation, and we cannot guarantee any particular outcome or result.

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for any other liability that cannot be limited by law.

Subject to the above, we are not liable for indirect or consequential losses, including loss of profit or business opportunity.

9. If something goes wrong

If we cancel a session, or if a service is not provided as described, you are entitled to a refund for that session, as set out in our Refund and Cancellation Policy.

If you are unhappy with anything, please contact us at admin@teacup-psi-it.us. We will always try to put things right.

Nothing in these Terms affects your statutory rights as a consumer under UK law.

10. Governing law

These Terms are governed by the laws of **England and Wales**. Any dispute will be subject to the jurisdiction of the courts of England and Wales.



Teacup PSI IT Online Lessons

mail : lessons@teacup-psi-it.us

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If you are a consumer resident in another country, you may also have the right to bring proceedings in the courts of your country of residence.

11. General

If any part of these Terms is found to be invalid, the rest will remain in force.

We may update these Terms from time to time. The version published on our website at the time of your booking is the one that applies.

12. Contact us

Teacup PSI IT LTD

182–184 High Street North, East Ham, London E6 2JA, United Kingdom

Email: admin@teacup-psi-it.us

Tel: +44 7308 312471