Terms of Use

Last updated: 4 September 2026

1. Who these terms are for

These Terms of Use ("Terms") govern your use of The Language Vault, operated by **Olayinka Eseku, trading as The Language Vault** ("we", "us"), a sole trader based in England. By creating an account or using the service, you agree to these Terms.

If you are under 18, you confirm that a parent or guardian is aware of and consents to your use of the service, and that you have their permission to enter into any paid subscription (see §6).

2. The service

The Language Vault is an exam preparation platform for German and Spanish language learners, offering a Question Bank, Revision Guides, Predicted and Past Papers, AI-powered Speaking, Writing and Translation Coaches, Vocab Sets, Grammar Hub, and Cultural Content, plus optional linked Parent and Teacher dashboards.

3. Accounts

- You must provide accurate information when creating an account.
- You're responsible for keeping your login details secure and for all activity under your account.
- One account per person. Accounts are not transferable.
- We may suspend or terminate accounts that violate these Terms, are used fraudulently, or are used to abuse other users or the service (including attempting to circumvent free-tier usage limits or extract content for redistribution).

4. Parent and teacher linked accounts

- A student can invite a parent or teacher to link to their account. The link only becomes active once the invited adult confirms it.
- A student can revoke a linked account's access at any time.
- Linked parents/teachers can see a summary of the student's activity and progress, not a full record of every answer or submission.
- Teachers may set optional practice assignments visible to their linked students; students are not obligated to complete assignments set by a teacher through the platform, and completion status is visible to the assigning teacher.

5. Acceptable use

You agree not to:

- Share your account or login credentials with others (aside from the parent/teacher linking feature described above)
- Attempt to scrape, copy, or redistribute our question bank, revision guides, or other content
- Use the service to harass, impersonate, or harm another user
- Attempt to bypass free-tier usage limits through automated means or multiple accounts
- Submit content to our AI Coaches that is abusive, illegal, or violates the rights of others
- Use the service in any way that could disable, overburden, or impair it

6. Subscriptions and billing

- The Language Vault offers three tiers: **Free** (£0), **Plus** (£5.99/month), and **Pro** (£9.99/month), or as otherwise stated on our Pricing page.
- Plus and Pro subscriptions renew automatically each billing period until cancelled.
- You can cancel, upgrade, or downgrade at any time via **settings**; cancellation takes effect at the end of the current billing period, and you'll retain your existing tier's access until then.
- Some features described as "unlimited" on Plus and Pro are subject to a reasonable fair-use limit, applied only to prevent automated or abusive use — this limit is set well above genuine, ordinary use and is not intended to restrict normal revision.
- Payments are processed by Stripe. We do not store your full card details.
- **Cooling-off period:** if you're a consumer in the UK, you have a 14-day right to cancel under the Consumer Contracts Regulations, starting from the day you subscribe. If you cancel within this window, you'll receive a full refund. By starting to use your Plus or Pro subscription immediately (rather than waiting 14 days), you acknowledge you're waiving the cooling-off period for the value already received once that period ends.
- **No refunds for partial billing periods.** Outside the 14-day cooling-off window, we don't offer refunds or credits for the unused portion of a billing period if you cancel partway through — your access continues until the end of the period you've already paid for, then simply doesn't renew.
- We may change our pricing with reasonable notice; continued use after a price change constitutes acceptance of the new price.

6a. Fair use policy

Features marketed as "unlimited" on Plus and Pro are subject to the following monthly fair-use limits, applied only to prevent automated abuse, credential sharing, or excessive use that goes materially beyond genuine individual revision:

Feature	Free limit	Plus limit	Pro limit
Question Bank questions	15/month	1,000/month (fair use)	1,000/month (fair use)
Vocab Set tests	5/month	500/month (fair use)	500/month (fair use)
AI Coach sessions (Speaking, Writing & Translation combined)	1/week	5/week	60/month per coach (fair use)
Predicted Paper attempts	1/month	3/month	30/month (fair use)

AI Coach sessions on Free and Plus draw from a single shared weekly allowance across Speaking, Writing, and Translation Coach combined — for example, a Free user's one session that week could be used on any one of the three, not one of each. Pro's AI Coach allowance is unlimited in normal use, subject to a fair-use ceiling applied independently per coach.

These limits are set well above what a genuine student needs for ordinary revision — for reference, an engaged Pro user typically uses a fraction of these limits in a normal month. If you reach a fair-use limit, the relevant feature will be temporarily unavailable until your limit resets at the start of your next billing month; the rest of the platform remains fully available. We'll never disable your account or charge you extra for reaching a fair-use limit — access simply resumes at the next reset.

7. AI-generated content and feedback

- Our Speaking, Writing, and Translation Coaches use AI (via Anthropic's Claude) to generate feedback, marks, and practice content.
- AI feedback is intended as a study aid and is not a guarantee of your actual exam grade or a substitute for your teacher's assessment.
- We take reasonable steps to ensure content accuracy but cannot guarantee that every AI-generated response, mark, or piece of generated practice content is error-free. If you spot an error, please report it to **hi@thelanguagevault.com**.

8. Intellectual property

- All content on The Language Vault — including questions, revision guides, exercises, and the platform itself — is owned by **Olayinka Eseku, trading as The Language Vault**, or licensed to us, and is protected by copyright.
- You may use our content for your own personal exam revision. You may not copy, redistribute, sell, or publish our content elsewhere without our written permission.
- Content you submit to us (e.g. essays submitted to Writing Coach) remains yours, but you grant us a licence to process it as necessary to provide the service (e.g. sending it to our AI provider for marking).

9. Availability and changes

- We aim to keep the service available but don't guarantee uninterrupted access. We may carry out maintenance, updates, or occasionally experience downtime.
- We may add, change, or remove features over time.

10. Limitation of liability

- The service is provided "as is." To the fullest extent permitted by law, we are not liable for indirect or consequential losses arising from your use of the service, including exam results.
- Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud, or anything else that cannot be excluded under UK law.

11. Termination

- You can cancel your subscription or delete your account at any time via **Settings → Subscription**.
- We may suspend or terminate your account for breach of these Terms, with notice where reasonably possible.
- On termination, your data is handled per our Privacy Policy's retention terms.

12. Governing law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact

Questions about these Terms: **hi@thelanguagevault.com**

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