

Terms & Conditions

Last updated: 20 September 2026

These Terms & Conditions ("**Terms**") govern your use of the UniSphere website and the provision of services by UniSphere Private Limited ("**UniSphere**", "**we**", "**us**" or "**our**").

Please read these Terms carefully before using our website, booking a Discovery Call, purchasing a UniSphere service or otherwise engaging our services.

By using our website or purchasing our services, you acknowledge that you have had an opportunity to read and understand these Terms.

If you do not agree with these Terms, please do not use our website or purchase our services.

1. About UniSphere

UniSphere Private Limited

Company number: 17382889

Registered office:

139 Harrow View
Harrow
United Kingdom
HA1 4SX

Website: www.unisphere.org.uk

Email: info@unisphere.org.uk

UniSphere provides education consultancy, student guidance and support services, primarily in connection with international students considering or undertaking study in the United Kingdom.

Our services may include guidance and support relating to course and university decisions, applications, documents, offers, CAS preparation, visa preparation, pre-departure planning, accommodation support, arrival and settling-in support, and career-related guidance, depending on the service or package purchased.

2. Definitions

In these Terms:

"Student", "you" or "your" means the person using our website or purchasing or receiving our services.

"Services" means the services provided by UniSphere, including any services included within a UniSphere package or separately agreed service.

"Package" means a UniSphere service package selected and purchased by you.

"Discovery Call" means an initial consultation or discussion intended to understand your circumstances and explain potential next steps. A Discovery Call does not itself create an obligation to purchase a paid service unless expressly agreed.

"Third Party" means an organisation or individual other than UniSphere or you.

"Partner" means a third-party organisation through which UniSphere may provide, support or facilitate services or applications.

3. Using our website

You may use our website for lawful purposes only.

You must not:

- use the website for fraudulent, unlawful or malicious purposes;
- attempt to gain unauthorised access to our systems;
- interfere with the security or operation of the website;
- knowingly introduce malicious software or harmful code;
- copy, reproduce or commercially exploit website content without permission; or
- use our website in a way that could damage UniSphere, our systems or other users.

We may restrict or suspend access to the website where reasonably necessary for security, maintenance, legal or operational reasons.

4. Information on our website

We aim to ensure that information published on our website is accurate, useful and reasonably up to date.

However, information concerning universities, courses, entry requirements, tuition fees, application deadlines, immigration requirements, accommodation, employment and other third-party matters may change.

Information published by UniSphere should therefore be treated as general guidance unless we expressly agree to provide a specific service or advice.

Where appropriate, you should also verify important information directly with the relevant university, government authority or other responsible organisation.

We may update, amend or remove website content from time to time.

5. Our services

UniSphere provides guidance, consultancy and support based on the service purchased by you.

The exact services available to you will depend on:

- the package you purchase;
- the services specifically agreed with you;
- your individual circumstances;
- the stage of your student journey; and
- the availability and requirements of relevant third parties.

The description of each package or service is intended to explain its principal scope.

Where a service requires information, documents, decisions or actions from you, you remain responsible for providing them accurately and on time.

6. Discovery Calls

A Discovery Call is intended to help us understand your circumstances, goals and requirements and to explain how UniSphere may be able to assist you.

A Discovery Call:

- does not guarantee admission to a university;
- does not guarantee that you will receive an offer;
- does not guarantee CAS issuance;
- does not guarantee visa approval;
- does not guarantee accommodation;
- does not create a university or immigration decision; and
- does not obligate you to purchase a UniSphere package unless you subsequently choose to do so.

Information provided during a Discovery Call is based on the information available to us at the time.

7. Purchasing a service

Before purchasing a paid service, you should review:

- the relevant package description;
- the price;
- what is included;
- what is not included;
- any applicable additional charges;
- these Terms; and
- our Refund & Cancellation Policy.

A contract for a paid service is formed when your purchase or service agreement has been accepted by UniSphere and payment or another agreed form of confirmation has been received, unless we expressly agree otherwise.

We may decline or delay acceptance of an order where reasonably necessary, including where information provided is incomplete, payment has not been received, or we are unable to provide the requested service.

8. Prices and payments

The applicable price will be the price displayed or otherwise agreed at the time you purchase the relevant service.

Prices may change for future purchases, but a price change will not retrospectively alter the price of a service you have already purchased, unless otherwise agreed or permitted by law.

Payments may be processed through third-party payment service providers.

You are responsible for providing accurate payment and billing information.

UniSphere does not normally receive or store complete payment-card details where these are processed directly by a third-party payment provider.

Third-party payment providers may apply their own terms and privacy policies.

9. Services provided through partners

UniSphere may work with third-party organisations and partners in connection with certain student applications and services.

Depending on the circumstances, these may include universities, application platforms, education partners, accommodation providers, technology providers and other relevant service providers.

Study In and partner application routes

Where applicable, an application may be processed or submitted through a partner route, including **Study In**, where this is the appropriate route available to UniSphere.

Where an application is processed through such a partner route:

- relevant information may need to be shared with the partner;
- the partner may process information in accordance with its own applicable policies and contractual obligations;
- the relevant university or institution may also receive and process your information;
- UniSphere may remain involved in supporting you throughout the relevant stage; and
- the applicable partner, university or institution may have its own requirements, processes and decisions.

Where disclosure or consent is required in relation to a partner route, UniSphere will provide the relevant information or obtain the appropriate authorisation.

The use of a partner route does not mean that UniSphere controls the decisions of the partner, university or other third party.

10. University and third-party decisions

UniSphere may provide guidance and support, but decisions relating to admissions, offers, entry requirements, tuition fees, scholarships, accommodation, CAS issuance, immigration and visa applications are made by the relevant third party or authority.

UniSphere cannot guarantee:

- admission to any university;
- receipt of an offer;
- a particular course or university outcome;
- acceptance of an application;
- scholarship or funding;
- CAS issuance;
- visa approval;
- immigration permission;
- accommodation availability;
- accommodation acceptance;
- employment;
- internship placement; or
- any particular academic or career outcome.

Where a third party changes its requirements, availability, deadlines, policies or decisions, UniSphere may need to adjust the support it provides accordingly.

11. Your responsibilities

To enable us to provide our services effectively, you agree to:

- provide accurate, complete and truthful information;
- provide documents and information requested by UniSphere within reasonable timescales;
- tell us promptly if any relevant information changes;
- review information and documents provided to you;
- meet deadlines that remain your responsibility;
- make your own final decisions regarding courses, universities, applications, accommodation and other significant commitments;
- comply with university, government, immigration and other applicable requirements;
- pay applicable third-party fees and charges;
- provide reasonable cooperation to UniSphere; and
- communicate with us respectfully and appropriately.

You are responsible for ensuring that information and documents you provide are genuine, accurate and lawfully obtained.

UniSphere must not knowingly submit false, misleading, fraudulent or altered information.

If you provide inaccurate, incomplete or misleading information, this may affect our ability to provide services and may affect applications or other processes.

12. Applications and documents

Where application support is included within your service, UniSphere may assist with activities such as:

- application planning;
- document preparation;
- document review;
- application form preparation;
- application submission;
- communication relating to applications;
- monitoring application progress; and
- responding to relevant application requirements.

The exact level of involvement depends on the package or service purchased.

You remain responsible for checking the accuracy of information and documents submitted on your behalf where we provide them to you for review or confirmation.

We may decline to submit information where we reasonably believe that it is inaccurate, incomplete, misleading, fraudulent or otherwise inappropriate.

13. Academic work and integrity

UniSphere may provide educational guidance, study support, CV support, interview preparation, English-language guidance or other learning-related assistance where included within a service.

UniSphere will not complete assessed coursework, examinations, dissertations or other academic work on behalf of a student where doing so would breach academic integrity requirements.

Students remain responsible for their own academic work and must comply with the academic integrity policies of their institution.

14. Immigration and visa-related support

UniSphere may provide guidance and preparation support relating to immigration or visa processes where included in the relevant service.

Unless expressly stated otherwise, such support is educational or administrative guidance and does not constitute regulated legal representation.

Immigration rules and requirements may change.

Final immigration decisions are made by the relevant government or immigration authority.

You remain responsible for providing accurate information, meeting relevant requirements and making any required applications or declarations.

UniSphere does not guarantee a visa or immigration outcome.

Where a matter requires specialist regulated immigration advice or representation, we may recommend that you obtain advice from an appropriately authorised professional.

15. Accommodation support

Where accommodation support is included within your package, the nature of that support will depend on the package purchased.

UniSphere may provide:

- accommodation guidance;
- assistance finding suitable options;
- review or comparison of options;
- application support;
- guidance concerning booking processes;
- support understanding relevant requirements; or
- additional accommodation-related assistance where expressly included.

Unless expressly agreed otherwise:

- UniSphere does not guarantee accommodation availability;
- UniSphere does not guarantee a particular price;
- UniSphere does not guarantee acceptance by an accommodation provider;
- the student remains responsible for the final choice;
- the student remains responsible for entering into the accommodation contract; and
- the student remains responsible for accommodation payments, deposits and other third-party charges.

UniSphere will not sign an accommodation contract or make a contractual commitment on your behalf without appropriate authority.

16. Travel and arrival support

Where travel or arrival assistance is included in your package, the exact scope will be stated in the applicable package description or service agreement.

For example, certain packages may include airport transfer or London drop-off support.

Any such service is subject to reasonable operational conditions, availability, travel arrangements and the terms of the relevant service provider.

UniSphere does not accept responsibility for delays, cancellations or events outside its reasonable control.

Where a third-party provider is involved, that provider may have additional terms and conditions.

17. Career support

Where career support is included, UniSphere may provide guidance relating to areas such as:

- CV development;
- LinkedIn;
- interview preparation;
- employability;
- career planning;
- skills development;
- professional experience; and
- general career direction.

Career guidance is intended to support decision-making and development.

UniSphere does not guarantee employment, salary, internship placement, sponsorship, promotion or any particular career outcome.

18. No guarantee of outcome

UniSphere is committed to providing professional, honest and reasonable support.

However, education, university admissions, immigration, accommodation, employment and other parts of the student journey involve decisions and circumstances outside our control.

Accordingly, unless expressly stated otherwise, we do not guarantee:

- university admission;
- a university offer;
- a particular course;
- a particular university;
- scholarship or funding;
- CAS issuance;
- visa or immigration approval;
- accommodation;
- employment;
- internship placement;
- a particular salary;
- or any other specific result.

Any examples, illustrations or information about possible outcomes are not guarantees.

19. Our service standard

UniSphere will provide its services with reasonable care and skill, subject to the scope of the service purchased and applicable law.

We will aim to communicate clearly, act honestly and keep you reasonably informed about relevant developments.

Where we become aware of a material issue affecting the provision of a service, we will seek to communicate with you and take reasonable steps to address it.

Nothing in these Terms is intended to exclude or restrict any legal rights you have as a consumer that cannot lawfully be excluded or restricted.

20. Your legal rights

Nothing in these Terms affects your statutory or other legal rights that cannot lawfully be excluded or limited.

In particular, where applicable, consumer law requires services to be provided with reasonable care and skill and provides other protections.

Nothing in these Terms is intended to:

- exclude liability for death or personal injury caused by negligence;
 - exclude liability for fraud or fraudulent misrepresentation;
 - remove or restrict rights that cannot legally be excluded or restricted; or
 - prevent you from exercising any legal right available to you.
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21. Our liability

To the extent permitted by law, UniSphere will not be responsible for losses arising solely from matters outside our reasonable control, including decisions or actions of:

- universities;
- government authorities;
- immigration authorities;
- accommodation providers;
- airlines or transport providers;
- payment providers;
- technology providers;
- application platforms;
- education partners; or
- other independent third parties.

However, this does not exclude or limit any liability that cannot lawfully be excluded or limited.

Where UniSphere is legally responsible for a loss, our responsibility will be determined in accordance with applicable law and the circumstances of the particular case.

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

22. Events outside our reasonable control

UniSphere will not be responsible for a failure or delay in providing services where the failure or delay results from circumstances outside our reasonable control.

These may include:

- changes in government or immigration requirements;
- university closures or changes;
- changes to university admissions policies;
- changes to application systems;
- major technology failures;
- cyber incidents;
- telecommunications failures;
- severe weather;
- natural disasters;
- public health emergencies;
- strikes;
- civil unrest;
- war;
- government action; or
- other circumstances that could not reasonably have been prevented or controlled by UniSphere.

Where reasonably possible, we will communicate relevant issues and take reasonable steps to minimise disruption.

23. Cancellation and refunds

Your cancellation and refund rights are set out in our separate **Refund & Cancellation Policy**.

Nothing in that policy or these Terms is intended to remove or reduce any cancellation, refund or other consumer rights that apply to you by law.

Where you have a statutory right to cancel, that right will apply in accordance with applicable law.

If you ask us to begin providing services during a statutory cancellation period, we may be entitled to charge a proportionate amount for services actually provided before cancellation, where permitted by law and where the applicable requirements have been satisfied.

Further information is provided in our Refund & Cancellation Policy.

24. Complaints

We want students to feel able to raise concerns openly and fairly.

If you are dissatisfied with any aspect of our service, please contact us first so that we can understand the issue and attempt to resolve it.

You can contact:

UniSphere Private Limited

Email: info@unisphere.org.uk

We will review complaints fairly and aim to respond within a reasonable period.

Nothing in our complaints process prevents you from exercising any legal rights available to you.

25. Privacy and personal information

UniSphere collects and processes personal information in accordance with our **Privacy Notice**.

Our Privacy Notice explains:

- what information we collect;
- why we collect it;
- how we use it;
- when we share it;
- how we protect it;
- how long we retain it; and
- your data protection rights.

By using our services, you acknowledge that personal information may need to be processed and shared with relevant organisations where necessary to provide the services you have requested and where permitted by applicable law.

26. Intellectual property

Unless otherwise stated, the content of the UniSphere website and materials provided by UniSphere are owned by or licensed to UniSphere.

This may include:

- text;
- branding;
- logos;
- graphics;
- designs;
- photographs;
- videos;
- documents;
- website layouts;
- software;
- materials;
- guides; and
- other content.

You may use materials provided to you for your own personal and educational purposes in connection with your UniSphere journey.

You must not reproduce, distribute, commercially exploit, modify or republish UniSphere materials without our prior written permission, except where permitted by law.

27. Third-party websites and services

Our website may contain links to third-party websites or services.

These links are provided for convenience or informational purposes.

UniSphere does not control third-party websites and is not responsible for their content, availability, privacy practices or terms.

You should review the relevant third party's terms and privacy information before using its services or providing information to it.

28. Website availability

We aim to keep our website and online services available and functioning properly.

However, we do not guarantee that:

- the website will always be available;
- the website will be free from errors;
- all information will always be current;
- the website will be free from technical problems; or
- access will never be interrupted.

We may suspend or modify website functionality for maintenance, security, improvements or other reasonable operational purposes.

29. Student dashboard and online systems

Where UniSphere provides access to a student dashboard or other online systems, you are responsible for:

- keeping your login credentials confidential;
- not sharing your account with another person;
- notifying us if you suspect unauthorised access; and
- using the system responsibly.

We may suspend access where reasonably necessary to protect the security of our systems, your information or other users.

30. Ending a service

Either you or UniSphere may have rights to end a service in accordance with the applicable service agreement, package terms, Refund & Cancellation Policy or applicable law.

UniSphere may suspend or terminate a service where reasonably necessary, including where:

- you provide materially false or misleading information;
- you ask us to undertake unlawful activity;
- you engage in abusive, threatening or inappropriate conduct;
- you materially breach these Terms;
- payment remains outstanding after reasonable notice;
- continuing the service would create a legal, regulatory or material operational risk; or
- circumstances outside our reasonable control make continued provision of the service impractical.

Where appropriate, we will provide reasonable notice and explain the relevant position.

Ending a service does not remove rights or obligations that have already arisen before termination.

Any refund or outstanding payment will be dealt with in accordance with applicable law, the relevant service agreement and our Refund & Cancellation Policy.

31. Changes to our services

We may make reasonable changes to our services where necessary to:

- improve the service;
- reflect changes in third-party requirements;
- comply with legal or regulatory requirements;
- reflect changes in technology;
- improve security;
- respond to circumstances outside our reasonable control; or
- correct errors.

We will not use this provision to materially reduce a service you have already purchased without appropriate consideration of your contractual and legal rights.

Where a material change affects a service you have already purchased, we will communicate the change where reasonably appropriate.

32. Changes to these Terms

We may update these Terms from time to time.

Changes may be made to reflect:

- changes in our services;
- changes in our business;
- changes in technology;
- changes in legal or regulatory requirements; or
- improvements to clarity and transparency.

The latest version will be published on our website with its effective date.

Where a change materially affects an existing contract, we will consider the applicable legal requirements and your contractual rights before applying the change.

33. No waiver

If UniSphere does not immediately enforce a right or provision under these Terms, this does not mean that UniSphere has permanently waived that right or provision.

Any waiver will only be effective where expressly confirmed by UniSphere.

34. Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision will be interpreted or modified to the minimum extent necessary to make it lawful and enforceable where possible.

If this is not possible, the relevant provision will be removed to the extent necessary.

The remaining provisions will continue to apply.

35. Entire agreement

These Terms, together with the applicable package or service description, Refund & Cancellation Policy, Privacy Notice and any specific written service agreement between you and UniSphere, form the relevant contractual framework for the services you purchase.

Where there is a conflict between documents, the following order will generally apply:

1. mandatory applicable law;
2. a specific written service agreement expressly agreed with you;
3. the applicable package or service description;
4. these Terms; and
5. other general website information.

Nothing in this clause limits any statutory consumer rights.

36. Assignment

You may not transfer your contractual rights or obligations to another person without our prior written agreement, unless permitted by law.

UniSphere may transfer or assign its rights or obligations where reasonably necessary as part of a business restructuring, sale, merger or similar transaction, provided that doing so does not unlawfully reduce your rights.

37. Governing law

These Terms are governed by the laws of **England and Wales**, unless mandatory law applicable to you requires otherwise.

Subject to any mandatory consumer rights, the courts of England and Wales will have jurisdiction over disputes arising from these Terms.

Nothing in this clause prevents a consumer from exercising any mandatory legal right to bring proceedings in another jurisdiction where applicable law gives them that right.

38. Contact details

If you have questions about these Terms, our services or a complaint, please contact:

UniSphere Private Limited

Company number: 17382889

Registered office:

139 Harrow View

Harrow

United Kingdom

HA1 4SX

Email: info@unisphere.org.uk

Website: www.unisphere.org.uk

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