



Terms and Conditions

Updated: 30/12/2025 v1.0

1. Introduction

These Terms and Conditions govern the provision of online tutoring services by Polaris Tutoring ("we," "us," or "our"). By booking or attending tutoring sessions, you ("the Client") agree to be bound by these terms.

2. Service Description

- 2.1. Polaris Tutoring provides online tutoring services via video conferencing platforms.
- 2.2. We offer tutoring to both children and adults across various subjects and educational levels.
- 2.3. All sessions are conducted remotely and require a stable internet connection and appropriate device.

3. Booking and Payment

- 3.1. **Payment Options:** We offer three payment structures:
 - a. Hourly sessions: Paid per individual session
 - b. Package deals: Pre-paid blocks of sessions at a discounted rate
 - c. Subscriptions: Recurring weekly or monthly tutoring arrangements
- 3.2. **Payment Terms:** All payments must be made in advance of the scheduled session(s).
- 3.3. **Payment Methods:** We accept Open Banking Bank Transfer, PayPal and Credit/Debit Cards
- 3.4. Payment constitutes acceptance of these Terms and Conditions.
- 3.5. Prices are subject to change with reasonable notice, but existing packages and subscriptions will honour the original price until completion or renewal.

4. Cancellation and Rescheduling Policy

- 4.1. **Individual Sessions:** Clients must provide at least 24 hours' notice to cancel or reschedule a lesson. Cancellations made with less than 24 hours' notice will forfeit the session fee.



4.2. Subscriptions: Clients wishing to cancel a subscription must provide one week's written notice. Notice periods begin from the date we receive written confirmation.

4.3. Package Deals: All package sessions must be used within 8 weeks for the 5-hour package, 12 weeks for the 10-hour package and 20 weeks for the 20-week package from the date of purchase. No refunds will be provided for unused sessions after this period.

4.3.1. Exceptions may be granted in exceptional circumstances (such as serious illness) at our discretion.

4.4. Tutor Cancellations: If we need to cancel a session, we will provide as much notice as possible and will reschedule the missed session at no additional cost or provide a credit for future sessions.

5. Conduct and Expectations

5.1. Clients are expected to arrive punctually for online sessions. Late arrivals will not receive extended session time.

5.2. Both the tutor and client agree to maintain a respectful, professional environment during all sessions.

5.3. For sessions with minors (under 18), a parent, guardian or responsible adult must be available on the premises during the tutoring session.

5.4. We reserve the right to terminate services immediately without refund if the client engages in abusive, threatening, or inappropriate behaviour.

5.5. Clients are responsible for providing their own learning materials unless otherwise agreed.

6. Educational Outcomes and Limitations

6.1. No Guarantees: While we strive to provide high-quality tutoring, we cannot guarantee specific academic results, grades or examination outcomes.

6.2. Success in education depends on multiple factors including student effort, engagement, attendance and external circumstances beyond our control.

6.3. Our tutoring services are designed to support and supplement formal education, not replace it.

6.4. We do not provide services for completing assignments or examinations on behalf of students.

7. Liability

7.1. Our liability for any claim arising from our tutoring services is limited to the amount paid for the specific session(s) in question.

7.2. We are not liable for:

- Academic outcomes, examination results, or school performance
- Technical issues including internet connectivity problems, platform failures, or device malfunctions (unless caused by our negligence)
- Indirect or consequential losses
- Any content or materials provided by third parties

7.3. Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by English law.

7.4. We maintain appropriate professional indemnity insurance and all tutors hold an Enhanced DBS (Disclosure and Barring Service) certificate.

8. Safeguarding (For Sessions with Minors)

8.1. The safety and wellbeing of young people is our priority.

8.2. All tutors hold an Enhanced DBS (Disclosure and Barring Service) certificate, which is available for review upon request.

8.3. All tutoring sessions with minors must take place in a communal area of the home with a parent, guardian or responsible adult nearby, we reserve the right to terminate the session if the minor is not in a communal area and/or a parent, guardian or responsible adult is not nearby.

8.4. We maintain appropriate safeguarding policies and procedures.

8.5. If we have concerns about a child's welfare, we may be required to report these to relevant authorities.

9. Data Protection and Privacy

9.1. We collect and process personal data in accordance with UK data protection legislation including the UK GDPR and Data Protection Act 2018.

9.2. Information We Collect:

- Student name, age/date of birth, and contact details
- Parent/guardian name and contact details (for minors)
- Educational information (current level, subjects, learning needs)
- Session attendance and progress notes
- Payment information



9.3. How We Use Your Data:

- To provide and manage tutoring services
- To communicate about sessions and progress
- To process payments
- To improve our services
- To comply with legal obligations

9.4. We will not share your personal data with third parties except:

- Where required by law
- With your explicit consent
- With payment processors (who operate under their own privacy policies)

9.5. We retain personal data only for as long as necessary to fulfil the purposes outlined above or as required by law.

9.6. You have the right to access, correct, delete, or restrict processing of your personal data. Please contact us to exercise these rights.

9.7. For full details, please see our separate Privacy Policy available on the website.

10. Recording of Sessions

10.1. Sessions may be recorded only with prior written consent from all parties.

10.2. If recording, we will use recordings solely for educational review purposes and will store them securely.

10.3. Clients may not record sessions without our express written permission.

11. Intellectual Property

11.1. All teaching materials, resources, and content provided by Polaris Tutoring remain our intellectual property.

11.2. Materials are provided for personal educational use only and may not be reproduced, distributed, or used for commercial purposes without written permission.

12. Technical Requirements

12.1. Clients are responsible for ensuring they have:

- A reliable internet connection

- Appropriate device (computer, tablet) with camera and microphone
- Required software/applications for online sessions
- A quiet, suitable learning environment

12.2. We cannot be held responsible for session disruptions caused by technical issues on the client's end.

13. Complaints Procedure

13.1. If you are dissatisfied with our services, please contact us immediately at hello@polaristutoring.co.uk.

13.2. We will investigate all complaints thoroughly and will acknowledge the complaint within two working days and respond within 15 working days.

13.3. We aim to resolve all issues amicably and will work with you to find a satisfactory solution.

14. Termination

14.1. Either party may terminate the tutoring arrangement by providing written notice as specified in Section 4.

14.2. We reserve the right to terminate services immediately in cases of breach of these terms, non-payment, or inappropriate conduct.

14.3. Upon termination, any outstanding payments become immediately due.

15. Changes to Terms

15.1. We reserve the right to modify these Terms and Conditions at any time.

15.2. Changes will be posted on our website with an updated "Last Updated" date.

15.3. Continued use of our services after changes constitutes acceptance of the modified terms.

15.4. For existing subscriptions or packages, material changes will be notified directly and will apply from the next renewal or booking.

16. General Provisions

16.1. **Entire Agreement:** These Terms and Conditions constitute the entire agreement between the parties.

16.2. **Severability:** If any provision is found to be unenforceable, the remaining provisions will remain in full effect.

16.3. **Governing Law:** These terms are governed by the laws of England and Wales.



16.4. **Jurisdiction:** Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

16.5. **Assignment:** We may assign our rights and obligations under these terms. You may not assign your rights without our written consent.

17. Contact Information

For questions about these Terms and Conditions, please use the website contact us form or email hello@polaristutoring.co.uk.

By booking and attending tutoring sessions with Polaris Tutoring, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.