Atox Academy

FAMILIES

Terms and Conditions

Version 1.0

Issued 21 November 2026

Atox Academy · tutoring@atox.uk

Atox Academy is a company registered in England and Wales. This document is confidential to the audience named above unless stated otherwise.

These are the terms for online tuition with **Atox Academy**, a company registered in England and Wales ('Atox', 'we'). They are between us and you, the parent or guardian ('you'), who confirms you are over 18 and have parental responsibility for the student. By ticking the box on the portal you agree to them. Questions: tutoring@atox.uk.

1. Our service

- We match your child with a tutor. Lessons are online on Google Meet links we provide, usually 60 minutes.
- Tutors log every lesson and we send a progress report each month. Homework is optional and set on the portal.
- **Every student is different,** so we cannot guarantee particular grades. What we do offer is careful, structured teaching.
- The first lesson with each new tutor is free. We may change a tutor with notice, and you may ask for a change.

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2. Prices and payment

- Prices are shown on the portal when you book. You pay by card through Stripe; we never store your card details.
- We charge **on Monday mornings** for that week's lessons. One-off lessons are charged when booked.
- If a payment fails we may retry and may pause lessons until it is paid.
- We give at least 28 days' written notice of any price change.

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3. Cancelling within 14 days

If you sign up online you may cancel within 14 days of agreeing to these terms and receive a refund, as the law allows. If lessons start within those 14 days at your request, you pay for lessons already given. To cancel, email tutoring@atox.uk.

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4. Changing or cancelling lessons

- **Reschedule:** at least 3 days' notice.
- **Cancel or pause:** at least 7 days' notice. Lessons cancelled or missed with less notice are charged.
- If a tutor cancels or is late, we rearrange or refund that lesson. In illness or emergencies, tell your tutor as soon as you can and we will try to rearrange.

5. Ending tuition

Tell us you want to stop. Lessons already booked and charged that week go ahead or are charged, and tuition ends after the following Monday charge. We may end tuition at once, and stop all future charges, if a relationship has broken down, if these terms or the lesson rules are broken, if fees go unpaid, or for safeguarding reasons.

6. Keeping your child safe

- Every Atox tutor holds an enhanced DBS check with a children's barred list check, which we verify before they teach.
- Tutors keep their camera on. They contact students only through the family WhatsApp group (which includes you) or the portal, never privately.
- **You are welcome to join or listen to any lesson at any time.** We recommend a parent or responsible adult is at home during lessons for students under 16. A member of Atox may join a lesson as a spot check.
- **Atox does not video record lessons.**
- If you are ever concerned about anything, please always let us know at tutoring@atox.uk. In an emergency, call 999.

7. Lesson rules

You and your child agree to:

- join on time with a working device, a stable connection and a quiet, suitable space (not a bedroom if it can be avoided);
- keep camera and microphone on, be kind and respectful, and do your own work;
- **not video record, screenshot or photograph any lesson, and not share the lesson link**;
- not contact tutors privately, give them gifts, or ask them to teach outside Atox, during tuition or for 6 months after it ends; and
- tell us about anything affecting your child's learning or wellbeing that we should know.

Your child should never be asked to keep anything secret. If anything does not feel right, they can tell you, and you can always let us know at tutoring@atox.uk. Nobody will ever be in trouble for speaking up. Please read this section with your child.

8. Your data and complaints

We handle your and your child's information as set out in our Privacy Terms and Conditions. To complain, tell your tutor or email tutoring@atox.uk. We reply within 2 working days to acknowledge and aim to resolve within 10 working days.

9. Our responsibility

- We will provide the service with reasonable care and skill.
- Nothing here limits any right or liability that cannot lawfully be limited, including death or personal injury caused by negligence, fraud, or your rights as a consumer.
- Otherwise, we are not responsible for losses we could not reasonably have foreseen, for exam results, or for events outside our control such as internet or platform outages. Our total liability for any claim about the tuition is limited to the fees you paid for the lessons affected.

10. Changes and general

We may update these terms for legal, safety or operational reasons and will tell you at least 28 days before a change that matters takes effect; if you do not agree you may end tuition. These terms are governed by the law of England and Wales.

VERSION	DATE	CHANGE
1.0	21 November 2026	Issued