Terms & Conditions

Learning Lighthouse - Rooted in Tradition, Built for Today

Last updated: 14 October 2026

Plain-English terms for our online tuition service. These terms explain bookings, payments, cancellations and the basic rules for live online lessons.

1. About Learning Lighthouse

Learning Lighthouse provides live online British-curriculum primary lessons taught in English through Zoom. The service is intended for home-educated and other primary-aged children in the UK and internationally.

Trading name: Learning Lighthouse

Email: learninglighthouseuk@gmail.com

2. Classes and age guidance

Classes are organised as Key Stage 1 - Year 1, Key Stage 1 - Year 2, Key Stage 2 - Years 3 & 4, and Key Stage 2 - Years 5 & 6. The ages shown on the website are guidance only because school systems vary internationally. Parents choose the group they believe best matches their child's current learning level.

3. Price

Key Stage 1 lessons are £2.75 for a 30-minute class and Key Stage 2 lessons are £3 for a 45-minute class. There is no joining fee.

All bookings are charged in pounds sterling (GBP). Currency figures shown on the website are approximate guides only; the actual conversion is determined by the customer's bank or payment provider.

4. Flexible booking

Families may book one lesson, several selected lessons, or a whole available block or term. There is no requirement to book every subject or every lesson. The normal lesson price remains the same whether a family books one lesson or several, unless a different price is clearly displayed before payment.

Choose the subjects you need. Choose the dates that suit your family. Book one lesson, several lessons, or the whole term. The lesson price stays the same.

5. Booking and payment

Bookings are made through the Learning Lighthouse online booking system. Before paying, the customer will be able to see the class, date, time, price and available-place information. A booking is confirmed once payment has been processed and an electronic confirmation has been issued. The adult making the booking must be 18 or over and authorised to make arrangements for the child.

6. Cancellations, changes and refunds

Learning Lighthouse keeps its ordinary cancellation rules simple because individual lessons are low-cost.

- Individual lessons: with at least 24 hours' notice, we will normally allow the booking to be moved to another available lesson or held as booking credit.
- Less than 24 hours' notice: the lesson is normally non-refundable and non-transferable.
- Missed lessons: a lesson that a child does not attend is normally treated as used and is not refunded.
- Block or term bookings: delivered lessons are not refundable. If a family wishes to stop a block or term, contact us before the next lesson and we will act reasonably in relation to future undelivered lessons.
- If Learning Lighthouse cancels: the affected lesson will be moved, credited or refunded.

These ordinary rules do not remove any statutory cancellation or refund right that applies by law.

7. 14-day statutory cancellation rights

Where UK distance-selling cancellation rights apply, a consumer will normally have 14 days from entering into a service contract to cancel it. Because a Learning Lighthouse lesson may take place during that period, the booking process may ask the parent to expressly request that the service starts before the 14 days have expired. If lessons have already been provided following that request, the customer may be required to pay for the part of the service already supplied. Nothing in these terms takes away statutory consumer rights.

8. Attendance and late arrival

Children should be ready to join approximately five minutes before the published start time. Lessons begin at the scheduled time. Late arrival does not extend the lesson and does not normally create a right to a refund or replacement lesson.

9. Joining Zoom

Parents are responsible for providing a suitable device, internet connection, camera, microphone and access to Zoom. Children should join using the booking name. The camera should be switched on briefly when joining so the teacher can confirm the correct child is present; after identification, it may be switched off unless needed for a particular activity. Lesson links are for booked families only and must not be shared publicly.

10. Behaviour

Children are expected to be polite and reasonably cooperative. Deliberate disruption, abusive or discriminatory language, inappropriate content, or behaviour that makes the online classroom unsafe may result in the child being muted or removed. A lesson ended because of serious or repeated misconduct is normally not refunded.

11. Parent and guardian responsibility

Learning Lighthouse is an educational service, not a childcare service. Parents or guardians remain responsible for the child's physical safety and home environment while the child is online. Younger children may need help logging in or dealing with technical problems.

12. Safeguarding and online safety

Learning Lighthouse uses practical safeguards for live online teaching, including identity checks, private lesson access, appropriate tutor boundaries and rules about recordings and online behaviour. Full details are set out in our Safeguarding & Online Safety Policy.

13. Technical problems

Parents should test their equipment before the lesson. Learning Lighthouse is not normally responsible for a missed lesson caused by the customer's internet connection, device, Zoom installation or local technical problem. If a significant technical problem on our side prevents us from delivering the lesson, we will normally offer a replacement lesson, booking credit or refund for that lesson.

14. What Learning Lighthouse promises

We will provide our teaching service with reasonable care and skill and will make reasonable efforts to deliver the classes described at the time of booking. We cannot guarantee a particular grade, examination result, school placement or fixed amount of academic progress because children learn at different rates.

15. Teaching materials and recordings

Learning Lighthouse worksheets, presentations, lesson plans and other resources are supplied for the booked child's personal educational use. They must not be sold, republished, uploaded publicly or used commercially without permission. Parents and pupils must not record, photograph or screen-record lessons without permission.

16. Privacy and third-party services

Bookings and lessons may use third-party services such as Bookeo, Zoom, a payment processor, email or website hosting. Personal information is handled in accordance with the Learning Lighthouse Privacy Notice.

17. Contact and complaints

If something goes wrong, we would rather resolve it simply and promptly. Parents can contact Learning Lighthouse by email.

learninglighthouseuk@gmail.com

18. Changes to these terms

We may update these terms when our service, technology or legal requirements change. The version applying to a booking will normally be the version available when that booking was made.

19. Statutory rights

Nothing in these terms excludes or restricts rights that a consumer has under applicable law. If any part of these terms conflicts with a mandatory consumer right, that legal right takes priority.