

Terms and Conditions

Effective 15 July 2026 · England and Wales · Review: annually, or after any significant change

These Terms and Conditions govern the use of services provided by Silver Linings Tuition ("SL Tuition"). By working with or receiving services from SL Tuition, tutors, clients and students agree to abide by the conditions below.

SL Tuition operates as a tutoring agency and digital learning provider, matching students with experienced freelance tutors for online instruction, and providing digital study tools either alongside tuition or as a standalone membership.

1. Identification of Parties

This agreement is between SL Tuition, freelance tutors engaged by SL Tuition, clients (parents or guardians of students receiving tuition), and students themselves, who hold their own account for digital learning resources. Contact details are stored securely within our TutorCruncher platform and, where applicable, our digital learning platform.

2. Services and Objectives

SL Tuition provides online tutoring and digital learning resources. Sessions aim to improve the student's understanding, confidence, and performance in the subject. Each session is tailored to the student's level and goals.

3. Schedule and Duration

Tutoring sessions are arranged in advance and typically occur weekly. All sessions take place online using SL Tuition's video platform through TutorCruncher. Any changes to the regular schedule must be communicated in advance.

4. Fees and Payment Terms

Tuition fees are charged per session. Rates differ for one-to-one and group lessons. Clients are invoiced via TutorCruncher and payments are collected securely via a regulated payment processor after each session. SL Tuition pays tutors a fixed session fee — tutors are not responsible for invoicing or chasing payments. Missed sessions without proper notice may still be chargeable.

5. Digital Learning Resources

- Digital tools (including Crucible and Proton) may use third-party artificial intelligence providers to process student inputs and generate responses. This is a normal part of how these tools function.
- AI-generated content, including marking and explanations, may occasionally be inaccurate or incomplete. Students should check important content against their own notes, and are advised not to submit personal or sensitive information into any AI tool.
- All questions, mark schemes and content within the digital learning resources are the intellectual property of SL Tuition and are provided for the personal study use of the enrolled student only. They may not be copied, redistributed, or shared outside the student's own account.
- Access to digital resources does not guarantee any specific grade or academic outcome.

6. Digital Membership (Standalone)

- Where digital resources are purchased without accompanying tuition, this is billed as a recurring monthly or annual subscription.
- **Monthly subscriptions** may be cancelled at any time. Access and billing continue until the end of the current paid month, with no refund for the remaining part of that month.
- **Annual subscriptions** carry a genuine 14-day refund window from the date of purchase — a full refund, no conditions attached. After 14 days, the annual fee is non-refundable, but access continues for the full 12 months regardless of how often the resources are used.
- SL Tuition may, at its discretion, offer a partial refund outside of the above in genuinely exceptional circumstances (for example, serious illness or bereavement). This is offered as goodwill and is not a right.
- SL Tuition may suspend or terminate access for misuse of the platform, including sharing login credentials or attempting to redistribute content.

7. Termination and Cancellation (Tutoring)

Tutors and clients may end tuition with one week's notice. All cancellations must be communicated as early as possible. Tutors do not handle session rescheduling — this is coordinated by SL Tuition. We may terminate services for misconduct, safeguarding concerns, or breach of agreement.

- **One-to-one lessons** are billed only for sessions already delivered, so no refund calculation applies.
- **Group half-term blocks** are paid upfront to secure a place in the cohort. Sessions already delivered are non-refundable. Where proper notice is given, any remaining undelivered sessions in the current paid block are refunded.

8. Tutor Responsibilities

Tutors agree to be punctual and professional, hold a valid enhanced DBS certificate, provide structured personalised tuition, maintain safeguarding and confidentiality, and report concerns to SL Tuition immediately.

After each session, tutors must mark attendance, mark the session as complete, and submit a lesson report. These actions are required to invoice the client and process payment.

9. Client and Student Responsibilities

Clients agree to ensure the student attends sessions on time, communicate schedule changes in advance, make payments promptly, and respect the tutor's time and feedback. Clients must not directly hire or solicit SL Tuition tutors for private work outside the tutoring agency.

Students holding their own digital account agree to keep their login private, use the digital resources for their own personal study only, and use the AI tools appropriately and respectfully.

10. Confidentiality and Privacy

SL Tuition handles all personal data, including that of student account holders, in line with GDPR. Reports, communications, and digital learning activity are confidential and used only for tutoring, safeguarding, digital service provision, and administration. Where a student is a minor, the contracting client (parent or guardian) is responsible for consenting to the student holding their own digital account.

11. Liability and Indemnification

SL Tuition is not liable for specific academic outcomes, whether arising from tuition or digital resource use. Tutors will provide instruction to the best of their ability, but ultimate responsibility for results lies with the student. Clients and tutors agree to indemnify SL Tuition against losses resulting from breach of this agreement or misconduct.

12. Conflict Resolution

In the event of a dispute, all parties agree to try informal resolution first. If unresolved, SL Tuition will act as a mediator. Further disputes may be escalated through legal channels under UK law.

13. Governing Law

These Terms are governed by the laws of England and Wales. Disputes will be handled by courts within this jurisdiction.

14. Agreement

By using SL Tuition's services or platforms, you confirm that you have read, understood, and agreed to these Terms and Conditions. Consent is recorded upon registration on the relevant platform.

Related Policies

These Terms should be read alongside our Safeguarding Policy, Privacy Policy, and Code of Conduct, all available on our website.