

General Terms & Conditions

Learn to Shine Education Ltd

Last updated: August 2025

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1. Introduction

These General Terms and Conditions govern all tuition services provided by Learn to Shine Education Ltd ("LTS", "we", "our" or "us"). By enrolling your child in tuition with LTS, you ("the parent/guardian") agree to be bound by these terms and any supporting policies listed herein.

2. Tuition Delivery

Tuition is delivered either online or in person. Bookings can be arranged via our Customer Service team. All sessions are scheduled based on tutor availability and parental preferences.

3. Payment Terms

Tuition is charged on a monthly basis. Payment is due on the 1st of each month. Late payments are subject to daily fees and may result in suspended sessions until balances are cleared. Refunds are issued only under exceptional circumstances.

4. Cancellations & Missed Sessions

Parents must provide at least 24 hours' notice for cancellations to qualify for rescheduling. Missed sessions without prior notice will not be refunded or credited. Tutor absences will result in a reschedule or credit note.

5. Tuition Changes & Holidays

To cancel tuition permanently, one month's notice must be provided via email to

customerservice@learntoshine.co.uk. For holiday absences exceeding two weeks, a Holding Fee is required to retain the student's place.

6. Teaching & Learning

We commit to delivering high-quality, personalised educational experiences aligned with each student's needs. Our methods are flexible and inclusive, and we support regular progress tracking.

7. Health, Safety & Wellbeing

We are committed to providing a safe and healthy environment for all students and staff. All tuition environments, whether online or in-person, are managed in line with our Health, Safety & Wellbeing Policy.

8. Safeguarding & Child Protection

Safeguarding is at the core of all our services. All staff are trained and vetted to meet national safeguarding standards.

9. Communication with Parents & Students

We maintain open and respectful communication. Progress updates, scheduling, and concerns will be addressed in a timely manner. We expect reciprocal respect and constructive engagement.

10. Complaints Procedure

We value feedback and take complaints seriously. If you have a concern:

- Contact your tutor directly (if appropriate).
- If unresolved, email customerservice@learntoshine.co.uk with the subject "Complaint - [Student Name]".
- We aim to resolve complaints within 14 working days. Serious concerns will be escalated to the Director.

11. Data Protection & Privacy

We are committed to GDPR compliance and handle all personal data responsibly. Your data is used only for educational, administrative, and communication purposes. For more information, please contact us.

12. Media use: Photos & Videos

From time to time, photographs or videos may be taken during tutoring sessions to support Learn to Shine Education Ltd's marketing and promotional efforts. These may be shared on our website and official social media platforms. All media is stored and accessed by authorised staff.

By attending tutoring sessions, you consent to the possible inclusion of your child in such media. If you prefer your child not to be featured, please inform us by emailing customerservice@learntoshine.co.uk with the subject "Permissions – [Student Name]", or indicate your preference on the Student Information and Permissions form provided at the start of tuition. Please contact us if you have any questions about this.

13. Policy Updates

These terms are reviewed annually or sooner if required. You will be notified of any major changes. Continued use of our services confirms your acceptance of any updated terms.

This policy is reviewed annually or when required due to changes in legislation or business practice.

Next review date: August 2026

Reviewed by: Katie M Director