

StudyBox – Terms & Conditions

These Terms & Conditions apply to all tuition services provided by StudyBox. By enrolling a student, you agree to these terms.

1. Registration and Enrolment

By registering for tuition with StudyBox, you confirm that all information provided is accurate and that you are authorised to act on behalf of the student.

We reserve the right to refuse or terminate enrolment at our discretion where it is reasonable to do so, including (but not limited to) safeguarding concerns, non-payment, or behavioural issues.

2. Payments

We accept payment by debit card, credit card, and approved childcare voucher schemes.

Fees are payable in advance on a monthly or termly basis, as agreed at enrolment. Where agreed, payment plans may be arranged via Direct Debit prior to the first lesson.

All payments must be received by the agreed due date. If payment is not received, we reserve the right to suspend tuition until the account is brought up to date.

If paying via childcare vouchers, parents must provide full scheme details and ensure payments are processed on agreed dates.

3. Cancellations and Notice Period

Either party may terminate tuition by providing a minimum of 4 weeks' written notice, unless otherwise agreed in writing.

StudyBox reserves the right to terminate tuition with immediate effect in cases of serious misconduct, non-payment, or safeguarding concerns.

4. Missed Lessons and Attendance

We require at least 24 hours' notice for any cancelled lesson.

Where sufficient notice is provided, we will attempt to offer a rescheduled catch-up lesson, subject to availability.

Catch-up lessons must be used within the current term and are non-transferable.

If StudyBox cancels a lesson, an alternative session or credit will be offered.

Repeated non-attendance without notice may result in loss of lesson entitlement or suspension of tuition.

5. Refunds

Refunds are only issued for lessons that have been paid for but not delivered due to cancellation by StudyBox.

No refunds will be issued for missed lessons where less than 24 hours' notice has been provided, except in exceptional circumstances at our discretion.

If you are dissatisfied with our service, you should raise the issue with management so we can attempt to resolve it.

Approved refunds will be processed within 5–10 working days to the original payment method.

6. Progress and Communication

We provide ongoing feedback on student progress as part of our tuition service.

An initial update is provided after the first lesson, including homework set.

We may offer informal progress updates during the course of tuition upon request.

Where applicable, a mid-term review meeting will be offered to discuss progress.

7. Safeguarding

StudyBox is committed to safeguarding and promoting the welfare of children and young people.

All staff are expected to act in accordance with our safeguarding policies and relevant UK safeguarding legislation. Concerns relating to a child's welfare will be handled in line with statutory guidance.

8. Data Protection (GDPR)

We collect and process personal data to manage tuition services effectively.

This may include student details, academic progress, and communication records.

We will not share personal data with third parties unless required by law or necessary to deliver our services.

Data is stored securely and handled in accordance with UK GDPR regulations.

9. Liability

We provide tuition services with reasonable care and skill.

We do not guarantee specific academic outcomes or examination results.

We are not liable for any indirect loss, including loss of earnings, opportunities, or academic results, arising from the use of our services.

Our total liability in any circumstance is limited to the amount paid for the tuition services in question.

10. Tutor Changes

We reserve the right to assign or replace tutors where necessary to maintain service continuity or quality.

We will make reasonable efforts to provide suitable replacements where changes occur.

11. Student Behaviour

We expect students to behave respectfully during sessions.

We reserve the right to suspend or terminate tuition if a student's behaviour is disruptive or prevents effective teaching.

12. StudyBox Commitment

We are committed to delivering high-quality, engaging tuition in a supportive learning environment.

Any statements regarding enjoyment, engagement, or service quality are expressions of intent and do not constitute legally binding guarantees.

If you have concerns, we encourage you to contact us so we can work towards a suitable resolution.

13. Contact

For all enquiries, complaints, or escalation matters, please contact:

StudyBox Director
Shannon Hill
shannon@studybox.london

14. Changes to Terms

We reserve the right to update these Terms & Conditions from time to time. The latest version will always be available on our website.