



Terms and Conditions

Last updated: 22 April 2026

Decimal Education Terms and Conditions

These Terms and Conditions set out the basis on which Decimal Education provides services, sells digital products, and operates its website.

By making an enquiry, booking a service, purchasing a product, or otherwise using the Decimal Education website, you agree to these Terms and Conditions together with any other policies or terms referred to in them.

1. About Decimal Education

Decimal Education is a sole trader business operating under the trading name Decimal Education.

For enquiries about these Terms and Conditions, please contact:
support@decimaleducation.co.uk

2. Scope of these terms

These Terms and Conditions apply to:

- use of the Decimal Education website
- enquiries and bookings
- 1 to 1 tuition
- Homework Club
- revision courses and intensives
- parent support
- teacher support and CPD
- school and department support
- digital products and resources
- communications with Decimal Education
- Work With Decimal and Collaboration Terms

Some services or products are also subject to separate policies or additional terms, including:

- Privacy and Cookies Policy
- Refunds, Cancellations and Rescheduling Policy
- Safeguarding and Online Safety Policy
- Digital Products and Licensing Terms

- School, Department and CPD Booking Terms

Where a more specific policy or set of terms applies, that document should be read alongside these Terms and Conditions.

3. Who Decimal Education works with

Decimal Education may provide support to:

- students
- parents and guardians
- teachers
- schools and departments
- education partners and collaborators

For under-18 students, the parent or legal guardian is the contracting customer and is responsible for booking, payment and agreeing the relevant terms.

Students aged 18 or over may contract directly with Decimal Education unless another arrangement has been agreed.

4. Suitability and acceptance of bookings

Decimal Education may decide whether a service, booking or enquiry is suitable before accepting it.

This includes deciding:

- whether the qualification or subject area is within scope
- whether the requested support is appropriate
- whether the format requested is suitable
- whether another form of support would be more appropriate
- whether Decimal Education is able to take on the work at that time

Decimal Education may refuse, pause or decline a booking or enquiry where this is considered necessary or appropriate.

5. Prices and payment

All prices are in GBP.

Decimal Education is not VAT registered.

Payment is required in advance unless a different arrangement has been agreed in writing.

A booking is not secured until payment has been received or otherwise confirmed by Decimal Education.

If payment is not received by the required deadline:

- the booking may not go ahead
- the service may be suspended or withheld
- the slot may be offered to another paying customer
- future bookings may be affected

Decimal Education may send reminders where payment is outstanding.

Prices may be changed for future bookings, future products, or future services at any time. Any confirmed booking or purchase already accepted by Decimal Education will remain at the price agreed at the time of booking or purchase, unless both sides agree otherwise.

Some services, including school, department and CPD bookings, may be subject to separate payment arrangements set out in the relevant booking terms.

6. Services provided

Decimal Education offers support that may include:

- 1 to 1 tuition
- Homework Club
- revision courses and intensives
- parent guidance and support
- teacher support
- teacher CPD
- school or department support
- digital resources
- specialist educational guidance and related services

Services are educational in nature and are provided as guidance, teaching, support, resources and professional expertise.

Decimal Education does not guarantee specific grades, outcomes, offers or results.

7. Communications

Decimal Education communicates through:

- email
- Zoom
- WhatsApp

For under-18 students, direct communication by email or WhatsApp will only take place where parental or guardian permission has been recorded in advance.

For students aged 18 or over, communication may take place directly unless another arrangement is requested.

Decimal Education may use Zoom AI-generated summaries to create session overviews, internal notes and, where relevant, reports or follow-up summaries.

8. Online sessions and expectations

All tuition and most support services are provided online unless otherwise agreed, or unless Decimal Education is booked directly by a school for in-person work.

All participants are expected to behave respectfully and professionally.

Online sessions should take place in an appropriate environment that is suitable for learning or professional discussion.

Camera use is preferred, but this may be discussed and agreed depending on the needs of the student, parent, teacher, school or other participant.

Participants must not:

- record sessions
- take screenshots
- share session links with unauthorised people
- behave in a disruptive, abusive or inappropriate way
- use social media or personal contact routes to bypass agreed channels

Decimal Education may remove a participant from a session or end support where behaviour is disruptive, inappropriate, unsafe or inconsistent with the purpose of the service.

9. Lateness and non-attendance

For 1 to 1 tuition, parent calls and teacher CPD calls:

- if the attendee has not joined within 10 minutes, Decimal Education may contact them

- if there is no response and a parent or school contact is relevant, Decimal Education may contact that person within 10 minutes
- the session will still end at the originally scheduled time
- time will not be made up later unless Decimal Education agrees otherwise

For Homework Club:

- it is a flexible support option
- individual follow-up messages are not routinely sent for non-attendance unless a specific arrangement has been agreed

If Decimal Education is late to a session, Decimal Education will offer either:

- a refund for the missed time, or
- store credit where preferred and appropriate

10. Homework Club

Homework Club is a group support service and is not the same as 1 to 1 tuition.

Homework Club may include:

- students working quietly on separate tasks
- shared accountability and structure
- peer support and collaboration
- questions raised during the session
- teacher guidance where appropriate

Homework Club is designed to support a group environment. It does not guarantee the same level of individual attention as 1 to 1 tuition.

The maximum group size is currently 15.

Students attending Homework Club are expected to:

- respect the learning environment
- behave appropriately
- listen to others
- use the session for study, support and collaboration rather than socialising
- bring work, tasks or questions to focus on where possible

Decimal Education may remove a student from Homework Club for disruptive or inappropriate behaviour. No refund will be given where removal is due to behaviour.

Parents, guardians or schools may be contacted where appropriate.

Homework Club times may vary from month to month and may be managed through the booking system.

11. Reports, summaries and follow-up

Decimal Education may provide session summaries, reports or follow-up notes where these form part of the relevant service or package.

These may be:

- brief session overviews
- parent updates
- monthly updates
- guidance notes
- resources shared after sessions

Detailed reporting is not included as standard in every service unless specifically agreed.

Additional reports, reviews or consultations may attract further fees where appropriate.

12. Materials and resources used in sessions

Any materials shared during a session, including through Zoom chat, email or file transfer, are for the booked client or attendees only unless stated otherwise.

They must not be copied, forwarded, uploaded, redistributed or shared outside the agreed use.

13. Digital products and intellectual property

Decimal Education retains ownership of all intellectual property in its resources, materials, products, frameworks, slides, written content, templates, guides and other original content unless expressly agreed otherwise in writing.

When a customer buys a product or service, they receive a limited licence to use the material only for the purpose for which it was supplied.

Unless expressly agreed otherwise:

- individual buyers may use products for their own personal use only

- school buyers may use licensed materials within their own classroom, department or school only
- materials must not be copied, shared, uploaded, resold, distributed, published or passed to others outside the permitted use

Separate Digital Products and Licensing Terms apply to digital purchases.

14. School, department and CPD work

Where Decimal Education is booked by a school, department or organisation, separate School, Department and CPD Booking Terms may also apply.

Scope changes, additional work, extended delivery, follow-up reporting and bespoke development may lead to revised fees or separate written agreement.

15. Refusal, suspension and ending support

Decimal Education may refuse, suspend, pause or end support where there is:

- non-payment
- repeated lateness or non-attendance
- abusive or inappropriate behaviour
- disruption to group services
- misuse of resources
- safeguarding concerns
- conduct that is inconsistent with these terms
- a situation that Decimal Education reasonably considers unsuitable or outside scope

Where appropriate, Decimal Education will try to communicate clearly before ending support, but reserves the right to act immediately where behaviour, safeguarding or serious operational concerns make that necessary.

16. Cancellations, refunds and rescheduling

Refunds, cancellations and rescheduling are dealt with under the separate Refunds, Cancellations and Rescheduling Policy and, where relevant, the Digital Products and Licensing Terms and School, Department and CPD Booking Terms.

17. Safeguarding and professional boundaries

Decimal Education takes safeguarding and online safety seriously.

Separate Safeguarding and Online Safety Policy terms apply.

In summary:

- under-18 bookings must be made by a parent or legal guardian
- agreed permissions are required for direct student communications
- no social media contact is used with students
- no lessons are recorded
- no screenshots are taken
- personal addresses and private contact routes are not exchanged
- online sessions must take place through agreed channels and in an appropriate environment

18. Complaints

Complaints should be sent by email to:

support@decimaleducation.co.uk

Decimal Education will aim to:

- acknowledge complaints within 48 hours
- respond within 7 days

Decimal Education will aim to resolve complaints fairly and reasonably, normally beginning with an informal resolution approach where appropriate.

19. Limitation of responsibility

Decimal Education provides educational guidance, teaching, support, resources and professional expertise.

Decimal Education does not provide:

- legal advice
- therapy or counselling
- medical advice
- guaranteed academic outcomes

Parents and guardians remain responsible for the welfare and supervision of under-18 students outside sessions.

Where Decimal Education is booked by a school or organisation, that school or organisation remains responsible for its own safeguarding, behaviour management, supervision and internal procedures unless expressly agreed otherwise.

To the fullest extent permitted by law, Decimal Education will not be liable for indirect, consequential or unexpected losses arising from the use of the website, resources or services.

Nothing in these Terms and Conditions excludes liability where it cannot legally be excluded.

20. Force majeure and events outside Decimal Education's control

Decimal Education will not be responsible for delay, interruption or failure to perform services where this is caused by events outside reasonable control, including for example:

- illness
- emergency
- power failure
- internet disruption
- platform outages
- severe technical failure
- other serious operational disruption

Where possible, Decimal Education will try to rearrange affected services. If the service cannot reasonably be provided, a refund or other appropriate remedy may be offered.

21. Third-party platforms and services

Decimal Education may use third-party platforms and services including:

- GoDaddy
- Stripe
- Zoom
- WhatsApp
- WeTransfer
- email providers
- analytics or website tools

Decimal Education is not responsible for outages, failures or limitations caused by third-party providers, although reasonable steps will be taken to work around issues where possible.

22. Website use

You must not misuse the Decimal Education website.

This includes not:

- attempting unauthorised access
- interfering with the website
- using website content without permission
- uploading harmful, unlawful or inappropriate material
- using the website in a way that may harm Decimal Education or others

23. Changes to services, products and website content

Decimal Education may change, withdraw, improve, update or discontinue services, products, resources or website content from time to time.

This includes the right to:

- update resources
- replace content
- change service descriptions
- withdraw offers
- stop providing a product or service

This will not affect services already paid for except where change is required for legal, safeguarding or operational reasons.

24. Changes to these terms

Decimal Education may update these Terms and Conditions from time to time.

The latest version will appear on the website.

New bookings, purchases and enquiries will be governed by the version in force at the time of booking or purchase.

Existing confirmed bookings will usually continue under the version in force when they were made, unless both sides agree otherwise or the change is legally required.

25. Governing law

These Terms and Conditions are governed by the law of England and Wales.

Any disputes will be subject to the courts of England and Wales.

26. Contact

If you have questions about these Terms and Conditions, please contact:

support@decimaleducation.co.uk