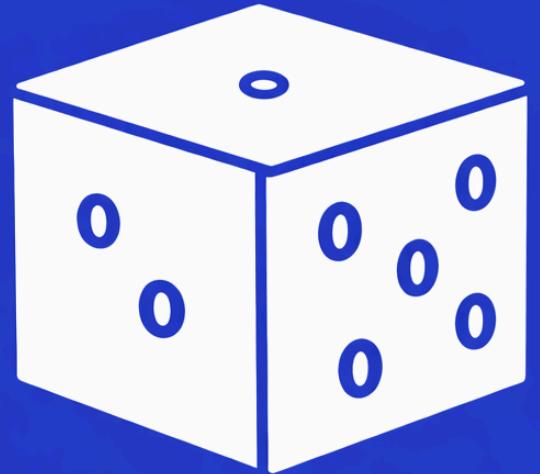


LUCKY MATHS



Terms of Use Policy

Approval Date: 11/01/2026

Review Date: 11/01/2029

Approved by: Albert and Brad

Terms of Use

Effective date: 11 January 2026

Who we are

Lucky Maths ("we", "us", "our") operates luckymaths.co.uk and provides online and face-to-face mathematics tutoring, digital resources, and related services ("Services"). We are required to display clear contact details on our website: legal/trading name, geographic address, email and direct contact information; where applicable, company registration and VAT numbers; and details of any relevant supervisory or trade bodies.

Contact: Albert Luck, Online service (address not publicly available), Email: Info@luckymaths.co.uk, Tel: **TBC**

1) Eligibility & safeguarding

Services are for students and their parents/guardians. Users under 18 must have parental/guardian consent, and we may require a responsible adult to be present for certain sessions. We maintain an Enhanced DBS and uphold safeguarding standards.

2) Educational purpose & no guarantees

We deliver tuition and resources for educational purposes. We aim to improve understanding and performance, but we do not guarantee specific grades, exam results, or admissions outcomes.

3) Pricing, bookings, and cooling-off

Pricing: Online tuition typically from £30 per hour. Face-to-face sessions are available only in the Northampton area and are charged from £40 per hour, and may include additional travel charges. Bookings are confirmed once we issue written confirmation. Consumers generally have a 14-day cooling-off period for distance/off-premises service contracts. If you ask us to begin services during that period, you may owe a proportionate amount for work performed.

4) Rescheduling, cancellations, refunds

Rescheduling: Please give at least 24 hours' notice to reschedule where applicable. Student cancellations with less than 24 hours' notice may be chargeable up to the session fee. Tutor cancellations: If we cancel, we will offer to reschedule or refund fees paid for the cancelled session.

5) Technology & recordings

Online sessions require a stable internet connection and compatible device/software; you are responsible for your equipment. Sessions are not normally recorded. Any recording requires written consent and compliance with UK data protection law.

6) Intellectual property

All website content, branding, teaching materials, downloads and resources are our IP or our licensors' IP. We grant you a personal, non-transferable licence to use Materials only for your own study or your child's study.

7) Acceptable use

You agree not to use the website or Services for unlawful activities; not to harass or harm others; not to introduce malware; not to scrape or systematically copy content; and not to circumvent paid access.

8) Data protection & privacy

We process personal data in accordance with our Privacy Policy, the UK GDPR, and the Data Protection Act 2018. Your rights include access, erasure, restriction, and objection, among others.

9) Cookies & similar technologies

We use cookies and similar technologies. Non-essential cookies require prior, informed, opt-in consent and a clear banner with equal accept/reject choices.

10) Accessibility & equality

We aim to make services accessible. We will make reasonable adjustments to avoid substantial disadvantage to disabled users, consistent with the Equality Act 2010.

11) Marketing, testimonials & reviews

We follow the ASA CAP Code for non-broadcast marketing. We ensure claims are legal, decent, honest, and truthful.

12) Third-party tools & links

We may use third-party platforms for video, scheduling, payments, or resources. We are not responsible for third-party websites, their content, terms, or policies.

13) Disclaimers & limitation of liability

The website and Services are provided as is/as available. To the fullest extent permitted by law, we exclude liability for indirect or consequential loss. Our total liability is limited to the amount paid for the specific session(s) or service(s).

14) Complaints & dispute resolution

If you have concerns, contact us via Info@luckymaths.co.uk We aim to respond within 5 business days and will provide a resolution or explanation.

15) Changes to Services or Terms

We may update content, features, or availability for operational reasons and will provide reasonable notice where practicable.

16) Governing law & jurisdiction

These Terms and any non-contractual disputes are governed by the laws of England and Wales. Courts of England and Wales have exclusive jurisdiction.

17) Contact

Questions about these Terms or the Services can be directed via email: info@luckymaths.co.uk