Terms and Conditions for JCT Learning Hub

Last Updated: 13 November 2026

Welcome to **JCT Learning Hub** ("we", "us", or "our"). These Terms and Conditions govern your use of our website at **www.jctlearninghub.co.uk** (the "Site") and the provision of private tuition and educational services arranged through us.

By booking a tuition session, submitting an enquiry, or using our website, you ("the Client", "Parent/Guardian", or "Student") agree to be bound by these Terms and Conditions.

1. About Our Services & Tutor Structure

- **Scope of Services:** JCT Learning Hub provides 1:1 and small-group academic tuition in-person (within Dorchester, Weymouth, Portland, and surrounding Dorset areas) and online across the UK.
- **Direct & Associate Tutors:** Tuition may be delivered directly by JCT Learning Hub or by an independent, self-employed associate tutor introduced through our agency.
- **Agency Commission & Administration:** Where tuition is delivered by an associate tutor, JCT Learning Hub acts as an introductory, administrative, and billing agency. All associate tutors operate as independent self-employed professionals, hold an Enhanced DBS certificate, and set their own base teaching rates. JCT Learning Hub applies a **20% agency administration and management fee** on top of the tutor's base rate (or retains 20% of the total quoted session fee) to cover tutor vetting, safeguarding checks, matching, scheduling support, and ongoing administration.

2. Bookings, Assessments & Scheduling

- **Initial Consultation:** Bookings begin with an initial enquiry or consultation to assess the Student's learning goals, exam board requirements, and availability.
- **Session Confirmation:** A tuition slot is only confirmed once the date, time, rate, and delivery format (in-home or online) have been agreed upon in writing (via email, message, or booking confirmation).
- **Session Duration:** Standard tuition sessions last **60 minutes**, unless an alternative duration is agreed upon in advance.

3. Fees and Payment Terms

- **Tuition Rates:** Hourly rates are confirmed prior to the first session and vary depending on the subject, academic level (e.g., 11+, GCSE, Functional Skills, A-Level), and whether tuition is delivered 1:1 or in a small group.
- **Payment Schedule & Split Billing:** Tuition fees are billed in two parts: **80%** is payable directly to your assigned self-employed associate tutor for their teaching services which reflects their chosen hourly fee, and **20%** is payable to JCT Learning Hub for ongoing agency administration, safeguarding verification, and scheduling management.
- **Late Payments:** We reserve the right to pause or suspend scheduled tuition sessions if invoices remain overdue beyond the stated due date.
- **Digital Resources:** Any downloadable revision packs, worksheets, or digital toolkits purchased through our website are supplied for personal, non-commercial educational use by the purchaser's household only and are non-refundable once downloaded.

4. Cancellations, Rescheduling & Lateness

- **Notice Period:** We require at least **24 hours' notice** if you need to cancel or reschedule a

confirmed tuition session.

- **Late Cancellations & Missed Sessions:** Sessions cancelled with less than 24 hours' notice, or missed without prior communication ("no-shows"), will be charged at the **full session rate**.
- **Client Lateness:** If a Student arrives late to an in-home or online session, the session will still conclude at the originally scheduled finish time, and the full fee will apply.
- **Tutor Cancellations:** In the rare event that a tutor must cancel a session due to illness or unforeseen emergency, we will provide as much notice as possible and offer a rescheduled session at a mutually convenient time.

5. In-Home Tuition Requirements

For face-to-face tuition taking place at the Client's home:

- **Responsible Adult Presence:** A parent, legal guardian, or designated responsible adult (aged 18 or over) must remain on the premises for the entire duration of the lesson for any Student under the age of 18.
- **Learning Environment:** The Client agrees to provide a quiet, safe, and suitable study space (such as a dining table or study area) free from major distractions, with pets securely managed during the tutor's visit.
- **Health & Safety:** If anyone in the household is experiencing an infectious illness (such as vomiting, high fever, or contagious virus), please notify us as early as possible so the session can be switched to online delivery or rescheduled.

6. Online Tuition Requirements

For sessions delivered online:

- **Equipment & Connection:** The Client is responsible for ensuring the Student has a reliable internet connection, working microphone/speakers, and a suitable device (laptop, desktop, or tablet) ready prior to the lesson start time.
- **Safeguarding Online:** Students must participate from an appropriate, shared, or open area of the home—not from a bed—and be suitably dressed as they would for a school or in-person lesson.

7. Safeguarding & Child Protection

- JCT Learning Hub is committed to the highest standards of safeguarding and child protection.
- All tutors delivering services through JCT Learning Hub hold an up-to-date Enhanced Disclosure and Barring Service (DBS) check.
- Tutors will never transport Students in their vehicles, enter a Student's bedroom, or initiate private social media communication with Students under 18. All scheduling and administrative communication is conducted directly with the Parent/Guardian.

8. Non-Solicitation of Tutors

- Clients agree not to enter into private tuition arrangements directly with any associate tutor introduced by JCT Learning Hub outside of the agency—either during the period of tuition or for **12 months** following the final session arranged through us.
- If a Client wishes to arrange additional subjects or sibling tuition with an existing associate tutor, all bookings must continue to be arranged through JCT Learning Hub.

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9. Academic Progress & Limitation of Liability

- **No Guaranteed Exam Grades:** While our tutors use their professional expertise to build confidence, fill knowledge gaps, and prepare Students thoroughly, academic outcomes depend on many factors outside our control (including Student effort, independent study, and exam conditions). Accordingly, we cannot guarantee specific exam grades or entrance test results.
- **Liability:** Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded under UK law. Subject to this, JCT Learning Hub's total liability in connection with any tuition service shall not exceed the total fees paid by the Client for the relevant block of sessions.

10. Website Use & Intellectual Property

- All content on **www.jctlearninghub.co.uk**—including text, branding, logos, course outlines, and bespoke learning materials—is the intellectual property of JCT Learning Hub or its licensors.
- You may not reproduce, distribute, resell, or commercially exploit any website content or tutor-supplied worksheets without our prior written permission.

11. Data Protection & Privacy

- We handle all personal data (including Student names, academic notes, and Parent/Guardian contact details) in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Full details of how we collect, store, and protect your data are set out in our **Privacy Policy** and **Cookies Policy**, available on our website.

12. Governing Law & Changes to Terms

- **Updates:** We may update these Terms and Conditions periodically to reflect operational or legal changes. The most current version will always be published on our website.
- **Governing Law:** These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Contact Information

If you have any questions regarding these Terms and Conditions, please contact us:

- **Business Name:** JCT Learning Hub
- **Location:** Dorchester, Dorset, United Kingdom
- **Website:** www.jctlearninghub.co.uk
- **Telephone:** 01305 818058
- **Email:** jurassiccoasttutors@gmail.com