

Terms & Conditions

Version 2.3 Last revised: 13 October 2026

The short version

- You can book and pay for a place online. Sending us a question is free and does not reserve a place.
- Before you pay, the checkout shows each programme, its lesson days and times, the amount due today and the date of your next payment.
- Your place is confirmed and your contract begins when payment is completed. We confirm it straight away by email, with your lesson links.
- You have 14 days from that confirmation to change your mind.
- You can stop any individual programme by telling us before its next monthly payment is due. Cancelling one programme does not cancel another.
- Outside the statutory 14-day cancellation period, cancellation takes effect at the end of the month already paid for.
- Economics lessons for 2026/27 began on 1 October 2026; English, Maths, Chemistry and Physics lessons begin from 17 October 2026, on each programme's usual lesson days. Every programme ends on 30 June 2027. Your place begins on the day you book, and your child is taught from the first scheduled lesson after you book until 30 June 2027.
- Lessons run whatever the group size. There is no minimum number of students.
- Every live lesson is recorded for enrolled students to catch up or revise, and shared view-only through Google Drive. The recording contains the tutor and shared teaching content only; no child's face or voice is recorded.
- Before payment, the parent or guardian sees the recording notice and must actively consent to the recording arrangements.

The full detail is below. If anything is unclear, email us before you book and we will explain it in plain terms.

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1 Who we are

GuideMyGrades Ltd provides live online tuition under the trading name GuideMyGrades. It is a private limited company registered in England and Wales under company number **17462534**. In these terms, "we", "us" and "our" mean GuideMyGrades Ltd, and "you" means the parent, guardian or other adult who pays for a programme.

Our registered office is Piccadilly Business Centre, Unit C Aldow Enterprise Park, Blackett Street, Manchester, M12 6AE. You can contact us at info@guidemygrades.com.

2 These terms

These terms apply when you book and pay for a place on one of our programmes, whether through our website checkout or a payment link we send you. By paying, you confirm that you are at least 18 years old, that you are entitled to make this agreement on behalf of the student, and that you have completed the separate recording-consent acknowledgement shown before payment.

Where the student is under 18, our agreement is with you as the parent or guardian, not with the student, and we will deal with you on all matters relating to payment, attendance and cancellation.

Each programme is priced and managed separately. If you enrol a student in more than one programme, each programme has its own price, Welcome Offer and place, and can be cancelled on its own. Programmes booked together are collected in one monthly payment, with each programme shown as its own line.

Nothing in these terms reduces your statutory rights as a consumer.

3 What we provide

We provide live, scheduled, group online lessons taught by a qualified teacher, together with lesson recordings, the associated curriculum map, module assessments, lesson materials and feedback. Recordings, materials and assessments are shared with enrolled families through Google Drive. Students may paste complete answers into the monitored lesson chat, and the teacher may select responses for live verbal feedback that all participants can hear.

Module assessments are set for the whole class. Marks and feedback are returned to the student.

Assessment results are formative learning feedback and are not used on their own to decide enrolment, access to teaching or an externally awarded qualification grade.

- GCSE lessons last 30 minutes. A-Level lessons last 40 minutes.
- Lessons run whatever the group size. There is no minimum number of students.
- Lessons are delivered live through Google Meet and every live lesson is recorded for enrolled students on that course to catch up or revise.
- The recording captures the tutor's teaching audio/video and shared teaching content only. Student cameras and microphones remain off throughout, and the lesson chat is not included in the published recording. No child's face or voice is recorded.

- Students participate in writing through the monitored lesson chat. The teacher responds verbally and may discuss anonymised answers without naming the student in the recording.
- Economics lessons for 2026/27 began on 1 October 2026; English, Maths, Chemistry and Physics lessons begin from 17 October 2026. Every programme meets twice each teaching week, on the days and times shown on its programme page. For English, Language and Literature are each taught once a week, on separate days.

Teaching follows our published Academic Calendar. We do not teach during the half-term, Christmas and Easter closures shown there. The teaching dates remaining after you book are shown in the Academic Calendar.

Recordings are a supporting resource, not a substitute for joining the live class. They cannot reproduce live questioning, written practice or immediate feedback. Before payment is completed, the parent or guardian must actively consent to the recording arrangements at checkout.

Lessons are recorded in Google Meet and stored in GuideMyGrades' Google Drive. Each recording is shared view-only with the families enrolled in that class, with downloading switched off. Recordings are deleted after 31 August 2027. Our Privacy Notice explains this in more detail.

4 Booking and starting a programme

You can book online by adding one or more programmes to your basket, entering the parent or guardian's details and the student's first name, surname, email address and year group, and paying through our secure checkout. Before you pay, the checkout shows each programme, its lesson days and times, the amount due today, the standard monthly amount and the date of your next payment.

Your place is confirmed when the parent or guardian has accepted these terms, actively consented to the recording arrangements and completed payment. A contract for each selected programme is formed at that point. We send a written confirmation by email straight away, with the Google Meet link and lesson times for each programme, and we email the lesson links to the student's own email address so they can join each lesson directly. Recording consent is separate from optional marketing consent.

Economics lessons for 2026/27 began on 1 October 2026; English, Maths, Chemistry and Physics lessons begin from 17 October 2026. If you book before your programme's first lesson, your child starts with that lesson; if you book later, they join the next scheduled lesson after you book. They then follow the remaining Academic Calendar through 30 June 2027. Lessons run whatever the group size; there is no minimum number of students.

Sending us an enquiry or question is free. It does not create a contract or reserve a place.

5 Fees and payment

Teaching for the 2026/27 programme runs to 30 June 2027: from 1 October 2026 for Economics, and from 17 October 2026 for English, Maths, Chemistry and Physics. Your place begins on the day you book and ends on 30 June 2027; teaching runs from the first scheduled lesson after you book. It is paid monthly and does not create a financial commitment to pay for the full academic year.

Our current monthly fees are:

- **GCSE:** Welcome Offer of £24 for your first paid month, then £40 per month until June 2027.
- **A-Level:** Welcome Offer of £48 for your first paid month, then £80 per month until June 2027.

Every price is per student, per programme. If you select more than one programme, each programme is priced separately and shown as its own line on your invoice; programmes booked together are collected in one monthly payment. Each new programme receives its own Welcome Offer in its first paid month. Cancelling one programme does not cancel or change the charges for any other programme.

The Welcome Offer applies to the first paid calendar month of each programme. From the second paid month onwards, the standard monthly rate applies. If you leave a programme and later rejoin it, you rejoin at the standard rate.

If you join partway through a calendar month, the full advertised first-month price applies to the remaining scheduled lessons in that month. The checkout shows the amount due today and the date of your next payment before you pay.

The per-lesson examples on our Pricing page are based on a programme with two weekly lessons and eight scheduled lessons in its first paid month.

Sending an enquiry is free. You pay only when you book a place through our checkout or a payment link we send you.

After the first payment, standard monthly payments are taken automatically on the 1st of each calendar month, where a standard payment remains within the programme period.

- The final programme payment is in June 2027.
- The final teaching week ends on 27 June 2027 and the programme ends automatically on 30 June 2027.
- No payment is taken and no teaching is provided in July or August.
- The programme does not renew automatically into 2027/28. Parents must register again if they would like a place in the next academic year.

Card payments are processed securely by Stripe using the card details you provide. We do not see or store your full card details.

Fees cover all live teaching, lesson recordings, curriculum materials, module assessments, set tasks, exam-question practice and feedback. There are no separate materials or resource charges.

All fees are stated and charged in pounds sterling. Any amount shown in AED on our website is an approximate guide only, converted at an indicative rate; the amount you actually pay depends on the rate and any charges applied by your own bank.

If we change our standard rates, we will tell you in advance and never partway through a month you have already paid for.

If a payment is not received, we will contact you before withdrawing a place. We do not charge late-payment fees to families.

6 Your 14-day right to cancel

Because you book with us online or by message rather than face to face, you have a legal right to cancel within 14 days without giving any reason. This is your statutory right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

The cancellation period begins on the day after the contract is formed, when payment has been completed and we have confirmed the booking in writing. To cancel, email orders@guidemygrades.com

within that period. You do not need to use any particular form of words, but you must make it clear which programme or programmes you are cancelling.

If you cancel within 14 days and lessons have not yet begun, we refund everything you have paid, in full, within 14 days of being told.

If a confirmed lesson falls within the 14-day period, we will ask you expressly to request that teaching begins before the cancellation period ends. If you make that request and then cancel within the 14 days, we refund what you have paid less the proportionate value of lessons already delivered before you cancelled. You can still cancel and you pay only for teaching already provided, calculated under clause 9.

This 14-day right is in addition to, and does not replace, your ability to stop your programme at any later point under clause 7.

Model cancellation notice

Email this information to orders@guidemygrades.com:

I give notice that I cancel my contract for the following GuideMyGrades programme or programmes:
[programme name].

Parent or guardian name: [name]

Student first name: [name]

Booking reference: [reference]

Contract date: [date]

Date of cancellation: [date]

7 Stopping your programme

Enrolling does not commit you to pay for the whole academic year. The fixed 2026/27 programme is paid month by month and ends automatically on 30 June 2027.

You can stop any individual programme at any time by emailing orders@guidemygrades.com before its next monthly payment falls due. Please include your booking reference and the programme you are cancelling. We will stop that programme's future payments and confirm the cancellation by email. There is no notice period and no cancellation fee. Cancelling one programme does not cancel any other programme.

Unless your statutory 14-day cancellation right applies, cancellation takes effect at the end of the month already paid for. Your child may continue attending until then, and that month is not refunded.

You may move your child to a different cohort once within your first month at no charge, subject to a suitable place being available.

Unless you cancel sooner, each programme takes its final payment in June 2027 and ends automatically on 30 June 2027. There is no July or August payment or teaching, and no programme renews automatically into 2027/28.

8 If we change or cancel

If we have to cancel an individual lesson, we will schedule a replacement so that your programme still delivers every lesson it was scheduled to deliver.

We may occasionally need to change a lesson time or change the teacher covering a session. Where we do, we will tell you as far in advance as we reasonably can and explain your options, which will include a refund of any lessons paid for but not delivered if we cannot arrange a suitable replacement.

We may withdraw a place, having first discussed the matter with you, where a student's conduct repeatedly prevents others from learning, or where fees remain unpaid after we have contacted you about them.

9 Refunds

Where a refund is due under your statutory 14-day cancellation right or because we cannot provide paid teaching under clause 8, refunds are calculated separately for each programme. We total the fees paid for that programme across the relevant paid period and divide that amount by the number of lessons scheduled for the same period. This gives the average value of one lesson.

We then refund the average lesson value for each paid lesson scheduled after the cancellation takes effect that we will no longer provide. A lesson that ran as scheduled but the student did not attend counts as provided and is not refundable.

We use this calculation because teaching blocks are uneven. Some calendar months contain more teaching weeks than others, so a flat monthly payment does not always correspond to the same number of lessons.

Refunds are made securely to the original payment method through the payment provider used for the booking. A refund due under your statutory 14-day cancellation right is made within 14 days after we receive your cancellation. Other refunds are normally made within 14 days after we confirm the amount.

We do not refund lessons a student was scheduled to attend but did not, except where clause 8 applies.

10 Attendance and missed lessons

Lessons run at the scheduled time whether or not every student attends. If your child misses a lesson, its recording, materials and set tasks remain available through Google Drive for catch-up. A recording is not an individual replacement lesson, and a missed lesson is not refunded.

Please tell us if your child will be absent for an extended period, so that we can keep their place and support them in catching up.

11 Conduct and participation

Our lessons are active. Students are expected to answer questions in the lesson chat, complete written work during the session and respond to feedback.

We ask that students join on time, from a suitable environment, and behave respectfully towards their teacher and the other students in the group. Students must not record, photograph, screenshot or share any part of a lesson.

Where behaviour disrupts other students' learning, we will raise it with you first and work with you to resolve it. Withdrawal of a place is a last resort.

12 Safeguarding

All of our tutors hold Enhanced DBS certificates. Our two founders, Mr A Hudha and Mr E Hudha, are our Designated Safeguarding Leads. We follow our published [Safeguarding Policy](#), which forms part of these terms and explains how concerns are raised, recorded and escalated.

Every live lesson is recorded in Google Meet and shared view-only through Google Drive with the families enrolled in that class. Student cameras and microphones remain off throughout, and the published recording excludes the lesson chat. It captures the tutor and shared teaching content only, so no child's face or voice is recorded. Recordings are not public and must not be shared with non-enrolled users.

13 Materials and intellectual property

All lesson recordings, teaching materials, curriculum maps, worksheets and written resources we provide remain our property or that of their original owner. They are provided for the personal study of the enrolled student.

You and the student may use them for that student's own study. You may not download a recording unless we expressly provide that option, or copy, publish, resell or share any programme resource with anyone outside your household, or use it to deliver tuition to others.

Past papers, mark schemes and examiner reports belong to the relevant exam boards and are subject to those boards' own terms.

14 Your data

We handle personal information in line with our [Privacy Notice](#), which explains what we collect, why, how long we keep it and how to ask us to correct or delete it.

15 Our responsibility to you

We will provide our teaching with reasonable care and skill. If we fail to do so, we are responsible for loss you suffer that is a foreseeable result of that failure.

We do not guarantee any particular examination grade or outcome. Attainment depends on many things outside our control, including a student's school, effort, attendance and the work they do independently. Any results shown on our website describe past cohorts taught by our teachers and are not a promise of future performance.

We are not responsible for loss caused by problems with your own internet connection, device or software, or for interruptions to third-party services such as Google Meet or Google Drive, although we will reschedule teaching we could not deliver.

We do not limit our liability in any way that the law does not allow. That includes liability for death or personal injury caused by our negligence, for fraud, and for breach of your statutory rights as a consumer.

16 Complaints

If something has gone wrong, please tell us. Email info@guidemygrades.com with the details. We will acknowledge your complaint within three working days and aim to provide a full response within fifteen working days. If we need longer because the matter is complex, we will explain why and provide a revised timescale.

If you are not satisfied with our response, you may be able to take the matter further through an alternative dispute resolution scheme or through the courts. Nothing here affects your right to do so.

17 Changes to these terms

We may update these terms from time to time, for example to reflect changes to our programmes or to the law. Where a change materially affects you, we will tell you before it takes effect, and you may stop your programme under clause 7 if you do not wish to accept it.

The version in force when you pay is the version you accept and the version that applies to your contract. Its version number is recorded with your booking and stated in your booking confirmation email, and we will email you a copy of that version on request. Publishing a newer version on this website does not retrospectively replace the version you accepted. If a later material change is necessary, we will notify you before it takes effect and you may cancel any affected programme before its next payment date.

18 Digital downloads

This clause applies to PDFs bought from our website, such as the Examiners' Edition. Each PDF is a separate one-off purchase of digital content. It is not part of a programme, and clauses 4 to 10 do not apply to it.

Your contract for a PDF is formed when payment is completed. The PDF is then made available to download straight away, and the download link is emailed to you. Each purchase allows a limited number of downloads of each PDF.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you may cancel a PDF purchase within 14 days of buying it, without giving a reason. To cancel, email orders@guidemygrades.com within that period with your order reference, making clear which PDF purchase you are cancelling. You may adapt the model cancellation notice in clause 6 but do not have to. If you cancel in time, we refund the price to your original payment method within 14 days of being told, and you must delete any copies of the PDF.

Each PDF is licensed for the buyer's own personal study under clause 13. It may not be copied, shared, uploaded or resold.

19 Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, although a consumer living elsewhere in the United Kingdom may also bring proceedings in the courts of the country where they live.

Students and families based outside the United Kingdom are welcome. Nothing in these terms removes or restricts any mandatory consumer rights that apply in the country where you live.