



POCKET MATHS TUTOR

Terms and Conditions

Full PMT Membership and optional services

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Policy owner	Michael Thompson

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POCKET MATHS TUTOR

These Terms and Conditions explain the agreement between Pocket Maths Tutor and the parent or guardian purchasing services for a named student. They reflect the current PMT Membership Hub and Pocket Support service.

1. About Pocket Maths Tutor

Pocket Maths Tutor is operated by Michael Thompson trading as Pocket Maths Tutor, sole trader. The correspondence address is 60 Charter Road, Axminster, Devon, EX13 5GR. Contact: hello@pocketmathstutor.com.

The parent or guardian making the purchase is the contracting customer. Membership and service access are provided only for the named student and may not be transferred or shared.

2. Services covered by these terms

These terms apply to Full PMT Membership, reservation payments, Pocket Support, learning resources, recordings and optional one-to-one tuition. Any separate offer may include additional written terms provided before purchase.

3. Full PMT Membership

Full PMT Membership is a continuing monthly service designed to provide structured GCSE maths support. It normally includes:

- weekly live online group teaching during the published programme weeks;
- the Secure the 4, Smash the 5 and Strive for 7+ pathways, subject to the published timetable;
- Pocket Support through the authenticated PMT member platform;
- access to relevant Pocket Lessons, lesson materials and course resources;
- access to group lesson recordings for catch-up and revision; and
- the option to book additional one-to-one tuition separately, subject to availability.

The live sessions are curriculum-led group lessons. They are not personalised one-to-one tuition and do not replace school attendance, schoolwork or independent study.

4. Pathway attendance

Students should normally attend the pathway most suitable for their current confidence, tier and target grade. A student may attend more than one pathway where appropriate and manageable. Pathway names are guidance rather than guarantees of a particular grade or examination outcome.

5. Programme weeks and holidays

Live teaching and Pocket Support are provided during the programme weeks published by Pocket Maths Tutor. There may be no live teaching or routine Pocket Support during advertised school holidays, planned breaks or closure periods unless PMT states otherwise. Recorded lessons and existing resources may remain available.

Pocket Maths Tutor may make reasonable changes to lesson times, delivery platforms or the programme calendar. Reasonable notice will be given wherever possible.

6. September 2026 reservation payment

A £20 reservation payment secures a place for the September 2026 Membership intake. It does not by itself create or activate Membership access.

The £20 reservation payment is fully refundable where a written cancellation request is received before 1 September 2026. Where the student continues into Membership, the £20 is credited against the first £50 monthly Membership fee.

When the family is ready to activate Membership, Pocket Maths Tutor will provide the activation route. The remaining £30 activates the first 30 days of Membership, followed by £50 per month. A student joining directly without a reservation payment will pay the full £50 monthly Membership fee.

To request a reservation refund, email hello@pocketmathstutor.com before 1 September 2026 with the parent or guardian name, student name and email address used for payment. Refunds will be returned through the original payment method where possible.

7. Membership payments

Full PMT Membership costs £50 per month unless a different price has been confirmed in writing. The subscription is administered through the PMT website and Tutor LMS, while card payments are processed by Stripe. Fees are charged monthly in advance and continue until cancelled.

Customers can view subscription, payment and billing information through the PMT account/dashboard routes. The customer is responsible for keeping payment and contact details accurate and up to date.

Pocket Maths Tutor may change the Membership price by giving at least 30 days written notice. A customer who does not accept the new price may cancel before it takes effect.

8. Failed or overdue payments

If a payment fails, Pocket Maths Tutor will normally contact the parent or guardian and allow a reasonable period for the payment issue to be resolved. Access to live lessons, Pocket Support, recordings or resources may be paused if payment remains outstanding. Repeated failed payments may result in Membership ending.

9. Consumer cancellation rights and ongoing cancellation

Where the Consumer Contracts Regulations apply, customers buying at a distance may have statutory cancellation rights. Nothing in these terms removes rights that cannot legally be excluded.

A parent or guardian may cancel Membership renewal at any time through the available PMT billing/subscription route or by contacting Pocket Maths Tutor for help. Cancelling stops future renewal. Access to the Membership Hub, lessons, recordings, resources and Pocket Support continues until the end of the period already paid for, unless access is ended earlier for a serious conduct, safeguarding, security or payment reason.

At the end of the paid period, interactive Membership access ends. No partial-month refund or credit is provided for unused time or missed lessons except where required by law. If PMT cannot provide a paid service and does not offer a reasonable alternative, an appropriate refund or credit will be provided for the affected period.

10. Attendance, missed lessons and technology

Students are responsible for attending at the correct time and using the meeting link provided. The customer is responsible for a suitable device, internet connection and learning environment. No refund is normally provided where a student misses a session, arrives late or experiences a local device or internet problem. Where available, the recording may be used to catch up.

11. Group lesson recordings

All three weekly group sessions are recorded for educational catch-up, revision, quality assurance and safeguarding. By enrolling a student and permitting attendance, the parent or guardian acknowledges this arrangement and agrees to explain it to the student before attendance.

- Cameras are optional and may remain off.
- A student's voice, display name, typed chat or camera image may appear where they choose to participate using those features.
- Recordings are available only to authorised PMT users and normally remain available for up to 12 months from the session date.
- Recordings must not be downloaded, copied, screen-recorded, shared, published or redistributed.
- PMT may edit, restrict, preserve or remove a recording where necessary for privacy, safeguarding, quality or technical reasons.

12. Pocket Support through the PMT platform

Pocket Support is delivered inside the authenticated PMT Membership platform. It is a focused GCSE maths support service, not a continuously monitored messaging service, emergency service, private counselling service or replacement for one-to-one tuition.

The contracting parent or guardian accepts these Terms and the Privacy and Safeguarding information as part of Membership. On first use, the student must acknowledge the current Pocket Support rules inside the platform. The acknowledgement version and timestamp are recorded. A material rules change may require a fresh acknowledgement.

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No separate Pocket Support agreement or external acknowledgement form is required; the student's first-use acknowledgement inside Pocket Support is the service-specific acknowledgement record.

- Active Membership entitlement is required. A cancelled Membership normally retains Pocket Support until the end of the already-paid period; suspended, expired or otherwise ineligible access may be blocked immediately.
- Students may start up to two focused maths questions per day and no more than ten per week during PMT term-time service periods. Follow-up replies inside an existing open question do not use another new-question allowance.
- Text, photographs or screenshots of maths work, relevant PDFs/documents and short voice notes may be used. Voice notes are limited to three minutes per recorded note at launch.
- Responses are normally provided within 24 hours on PMT working days, but the service is not monitored continuously.
- Questions should be concise and relate to maths learning. PMT supports understanding rather than completing homework, assessments or answers dishonestly.
- Pocket Support conversations remain inside PMT. Students must not move routine conversations to a tutor's personal number, personal social media or another unapproved channel.
- Routine student messages are not automatically copied to a parent. The parent or guardian is informed of this arrangement through Membership onboarding. PMT may contact a parent, provide relevant information or preserve records where reasonably necessary for service administration, conduct, safeguarding, complaints or legal obligations.
- Students and parents must use respectful language and must not send unlawful, abusive, sexual, violent or unnecessarily sensitive content.
- Pocket Support is not an emergency or crisis service. Where a child is in immediate danger, emergency services or an appropriate safeguarding route should be used.

13. Optional one-to-one tuition

One-to-one tuition is an optional paid add-on for members and is subject to availability. Standard fees are £20 for 30 minutes and £40 for 60 minutes unless a different price is confirmed before booking. Payment is due in advance. At least 24 hours notice is required to cancel or rearrange. Less than 24 hours notice is normally non-refundable and the session will not normally be rearranged.

14. Behaviour, safeguarding and professional boundaries

Students and families must comply with the Code of Conduct and Safeguarding Policy. PMT may remove a student from a session, restrict features, pause access or end Membership where behaviour is disruptive, unsafe, inappropriate or presents a safeguarding risk. Serious or repeated breaches may result in permanent withdrawal of access. Statutory rights remain unaffected.

15. Accounts and acceptable use

Account access is for the named student only. Login details, meeting links and recordings must not be shared. Customers must tell PMT promptly if they believe an account has been accessed without permission. PMT may suspend an account while suspected misuse is investigated.

16. Resources and intellectual property

All PMT videos, recordings, worksheets, lesson materials, explanations, branding and resources are protected by copyright and other intellectual property rights. They are supplied for the named student's private educational use only and must not be copied, uploaded, distributed, sold, shared with another family, used commercially or used to train an automated system without written permission.

17. Third-party platforms

Pocket Maths Tutor uses third-party services for payments, subscription and learning access, online lessons, video delivery, email and website administration. These may include Stripe, WordPress and Tutor LMS, Google services, Bunny.net, hosting/security providers and other providers notified to customers. The PMT platform remains the primary member experience, while specialist providers support defined infrastructure functions.

18. Academic outcomes and liability

Pocket Maths Tutor will provide services with reasonable care and skill. No particular grade, examination result, school decision or academic outcome is guaranteed. Progress depends on attendance, engagement, prior knowledge, school provision and independent practice. Nothing in these terms excludes liability or consumer rights that cannot lawfully be excluded.

19. Changes to services or terms

Pocket Maths Tutor may make reasonable changes to services, content, platforms or these terms. Material changes affecting payment or the main Membership service will be communicated in advance where practicable. The current version will be published on the website.

20. Complaints

Concerns should be raised as early as possible. The Complaints Policy explains the process and timescales. Relevant Pocket Support messages, attachments, voice notes, platform logs or lesson records may be reviewed and retained where necessary to investigate a complaint.

21. Privacy

Personal data is handled in accordance with the Pocket Maths Tutor Privacy Policy. This includes information collected through payments, accounts, lesson participation, recordings, Pocket Support, enquiries and website technologies.

22. Governing law

These terms are governed by the law of England and Wales. Customers living elsewhere in the United Kingdom retain any mandatory consumer protections that apply in their place of residence.

Reference framework

- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and applicable GOV.UK distance-selling guidance.
- Consumer Rights Act 2015.
- UK GDPR and Data Protection Act 2018 as amended, including relevant Data (Use and Access) Act 2025 changes.
- Department for Education safeguarding guidance for out-of-school settings, including private tuition.

Michael Thompson, Owner and Policy Lead

Signature: _____ Date: _____