

Terms and Conditions

Effective Date: 02/06/2025

Last Updated: 02/06/2025

1. Introduction

Welcome to Spanish With Support. These Terms and Conditions govern your use of our online teaching platform. By accessing our website, you agree to these terms.

2. User Eligibility

- You must be at least 16 years old to register as a student or instructor.
- Users under 16 require parental consent and supervision.

3. Account Registration

- Provide accurate information when signing up.
- Maintain confidentiality of your credentials.

4. Payment & Refund Policy

- Course fees are payable via [Payment Methods].
- Refunds follow our **Refund Policy**.

5. Tutor Agreement

- Tutors must provide proof of qualifications before listing courses.
- We reserve the right to review and remove courses that do not meet our quality standards.
- Tutors must comply with our **Safeguarding Policy** when teaching minors.
- Tutors must provide proof of an **Enhanced DBS Check** if working with children or vulnerable individuals.
<https://www.dbschecks.org.uk/a-guide-to-dbs-checks-for-private-tutors/>
- Tutors without a DBS check may be restricted from teaching minors.
- Parents or guardians should verify a tutor's DBS status before booking lessons.

6. Safeguarding Policy

- Any courses involving minors must follow **UK safeguarding regulations**.
- Tutors must undergo background checks if teaching minors.
- Reporting of inappropriate behaviour or safety concerns is mandatory.

7. Accessibility Commitment

- We strive to provide accessible educational materials for users with disabilities.
- Users can request adjustments to improve accessibility in their learning experience.

8. Intellectual Property Rights

- Course content remains the property of its creator.
- Unauthorized reproduction or distribution of materials is prohibited.

9. Code of Conduct

- Users must respect others in classes and discussions.
- Harassment, hate speech, and disruptive behaviour will lead to account suspension.

10. Privacy & Data Protection

- We comply with **UK GDPR** and secure personal data appropriately.
- See our **Privacy Policy** for details.

11. Limitation of Liability

- We are not responsible for losses due to technical issues or user actions.

12. Changes to Terms

- We may update these terms periodically. Continued use of our services means acceptance of updates.

13. Contact Information

For any inquiries, contact SpanishWithSupport@gmail.com