

Terms and Conditions

Effective as of September 2025

These Terms and Conditions (“T&Cs”) govern the provision of tutoring services by **Sticks Tuition** (ABN 76167596839), operated by **Paddy Rush**. Our website is www.stickstuition.com. By booking your first lesson with Sticks Tuition, you agree to abide by these T&Cs.

1. Services Provided

- Sticks Tuition provides **online mathematics tutoring for Years 7–12**.
- Sessions are conducted **online via Lessonspace**.
- Each lesson is **50 minutes in length**. Lessons cannot extend beyond the scheduled time unless a “double” session has been booked.
- Lessons are designed to be **guided and independent learning** experiences. Sessions are **not recorded**, but students will receive notes and resources after each lesson.

2. Bookings

- Bookings are made via the **Student Portal on TutorBird**.
- Confirmations and communications will be provided via **email** (hello@stickstuition.com) or **MS Teams**. Phone calls are only available for the initial consultation.
- Lessons must be booked **at least 24 hours in advance**.
- Cancellations made **within 24 hours** of the scheduled lesson will incur a **50% cancellation fee**.
- Cancellations made **within 4 hours** of the lesson will incur a **100% cancellation fee**.

3. Payments & Pricing

- Accepted payment methods: **Credit Card and PayPal**.
- Pricing is available on the website and varies for **pay-as-you-go** or **bundle packages**, which can be calculated using the online cost calculator.
- Payments are due on the **Tuesday following the week of lessons**.
 - Example: If a student has a lesson on Friday, payment is due by the following Tuesday.
- Billing cycles are calculated **Monday–Friday each week**.

4. Cancellations & Rescheduling

- **Student Cancellations:**
 - If cancelled with sufficient notice (24h+), the session may be rescheduled at no extra cost.
 - Refunds/credits are only issued if technical difficulties occur and proof is provided via email (hello@stickstuition.com).
- **Tutor Cancellations:**
 - Tutors will provide at least **24 hours' notice** of cancellation.
 - In this case, lessons will be rescheduled at the **next available time** agreed upon with the student.
- **No-Shows:**
 - If a student does not attend a scheduled session without cancellation, the full lesson fee is forfeited.

5. Student Expectations

- Students are expected to:
 - Arrive on time and be prepared with relevant materials (e.g., calculator, textbook, device login).
 - Demonstrate respectful behaviour towards the tutor at all times.
 - Maintain a **stable internet connection**, which is the student's responsibility.

6. Tutor Responsibilities

- Tutors will:
 - Provide lessons as advertised and prepared.
 - Notify students in advance of any scheduling changes.
 - Keep lesson records to track student progress.

7. Recording & Materials

- Lessons are **not recorded**.
- Worksheets, notes, and resources provided during lessons are the property of Sticks Tuition but may be used by students for personal educational purposes.
- Materials must not be shared, published, or redistributed outside the student's personal use.

8. Privacy & Data Protection

- Sticks Tuition complies with **Australian Privacy Principles** and **GDPR standards** for international students.
- Personal information (name, contact details, academic records) is collected for the sole purpose of lesson delivery and administration.
- Information is securely stored and not shared with third parties without consent, unless required by law.

9. Liability

- Tutoring services are intended to **supplement, not replace**, school instruction.
- While every effort is made to support learning, **Sticks Tuition does not guarantee specific academic results, grades, or outcomes.**
- Liability is limited to the cost of the session in question.

10. Termination of Services

- Sticks Tuition reserves the right to terminate services in cases of:
 - Persistent non-payment.
 - Repeated cancellations or no-shows.
 - Disrespectful or disruptive behaviour.
- Students/parents may terminate services at any time, subject to settlement of outstanding fees.

11. Changes to T&Cs

- Sticks Tuition reserves the right to amend these Terms & Conditions at any time.
- Updates will be posted on the website and communicated to current students.

12. Contact Details

For questions or concerns, please contact us at:

- **Email:** hello@stickstuition.com
- **Website:** www.stickstuition.com