

TERMS AND CONDITIONS

Introduction

Welcome to Lighthouse Tutoring. By accessing our website or booking our services, you agree to comply with the following Terms and Conditions. These terms govern your use of our website and services. If you do not agree with any part of these terms, you must refrain from using our site or services.

1. Services Provided

Lighthouse Tutoring offers educational services including one-on-one tutoring, group sessions, homework help, and specialized academic programs. Our services are intended to support and reinforce students' existing schoolwork, aligning with the curriculum set by Ontario's Ministry of Education and/or curriculums from other jurisdictions.

2. Booking and Payment

- **Booking:** All tutoring sessions must be booked through our website. Bookings are subject to availability, and Lighthouse Tutoring reserves the right to accept or decline bookings at its discretion. All bookings will show on the parent portal.
- **Portal:** Upon booking your session, families will be emailed log in information to gain access to our portal where you can find session information, who you will be working with, invoice information, and more.
- **Payment:** Active tutoring families are billed on a weekly or monthly basis, according to their selected billing preference. A valid credit or debit card must remain on file for the duration of enrollment, and payments will be processed automatically using the payment method on file. Bookings are confirmed once registration has been completed and accepted by Lighthouse Tutoring.
- **Transferability:** Purchased tutoring sessions or packages can be transferred between siblings within the same family. Unused sessions within a package cannot be refunded.
- **Expiration:** All prepaid sessions will expire one month after the first session if left unused. No refund will be applied.

3. Cancellation and Rescheduling

- **Cancellation Policy:** Cancellations must be made at least 24 hours in advance to receive a make up credit or to reschedule the session. If a cancellation is made less than 24 hours before the session, the session fee is non-refundable. All cancellations must be submitted through the Parent Portal to be considered valid.
- **Rescheduling:** Rescheduling is permitted without penalty if done more than 24 hours in advance. Any rescheduled sessions must be completed within the validity period of the purchased package.
- **No-Show Policy:** If a student fails to attend a scheduled session without prior notice, the session will be considered used, and the payment will not be refunded.
- **Late Policy:** If a student arrives more than 15 minutes after the scheduled session start time, the session will be deemed a no-show and will be charged. The tutor reserves the right to conclude the session after 15 minutes have passed beyond the scheduled start time. Sessions will not be extended to accommodate late arrivals.

- **Tutor Cancellation:** If Lighthouse Tutoring must cancel a session due to tutor illness or unforeseen circumstances, every effort will be made to arrange a substitute tutor or reschedule the session at no additional cost.
- **Weather:** In the event of severe weather or other circumstances requiring closure, families will be notified as soon as possible. Sessions may be moved online or rescheduled where possible.
- Lighthouse Tutoring shall not be liable for delays or interruptions caused by circumstances beyond its reasonable control, including severe weather, power outages, internet outages, natural disasters, government restrictions, or other emergencies.

4. Behaviour Policy

Lighthouse Tutoring is committed to providing a safe, respectful learning environment. Repeated disruptive, aggressive, abusive, or inappropriate behaviour from a student or parent may result in suspension or termination of services at Lighthouse Tutoring's discretion.

5. Liability and Disclaimer

- **Limitation of Liability:** While Lighthouse Tutoring takes reasonable precautions to provide a safe learning environment, participation in tutoring services is at the family's own risk. Lighthouse Tutoring shall not be liable for injuries or losses except where required by applicable law or resulting from its own negligence or willful misconduct.
- **Disclaimer of Warranties:** We provide our services on an "as is" basis and do not make any warranties, express or implied, regarding the outcome of our tutoring services or the improvement of academic performance.
- **Exclusion of Liability:** This limitation of liability does not cover gross negligence or willful misconduct by Lighthouse Tutoring or its representatives.
- **Medical Information & Allergies:** Parents are responsible for informing Lighthouse Tutoring of any medical conditions, allergies, or other information that may affect their child's safety or participation during tutoring sessions. Please notify us immediately if any medical information changes.
- **Medications:** Students who require medication during a tutoring session (including, but not limited to, inhalers or EpiPens) must bring their medication to each session. Lighthouse Tutoring staff and tutors are not responsible for administering routine medication or monitoring medication schedules. If a student may require medication during their session, a parent or guardian must remain on-site and be available to provide assistance if needed. In the event of a medical emergency, Lighthouse Tutoring staff will take appropriate emergency action, including contacting 911 and the student's parent or guardian.
- **First Aid & Emergencies:** In the event of an illness, injury, or medical emergency, Lighthouse Tutoring staff will take appropriate action, including contacting a parent/guardian and, if necessary, emergency services (911). Every effort will be made to reach the parent or emergency contact as quickly as possible.
- **Illness:** To help maintain a healthy learning environment, students who are experiencing symptoms of a contagious illness should remain home and follow our cancellation policy.

- **Photographs/Videos:** Lighthouse Tutoring will never photograph or record students for promotional purposes without prior written consent from a parent or guardian. Audio or video recording of tutoring sessions is not permitted without the prior consent of Lighthouse Tutoring and all individuals participating in the session.

6. Intellectual Property

All content on this website, including text, graphics, logos, images, and software, is the exclusive property of Lighthouse Tutoring and is protected by Canadian and international intellectual property laws. Unauthorized use, reproduction, or distribution of any content from this site is strictly prohibited.

7. User Responsibilities

- **Account Security:** You are responsible for maintaining the confidentiality of your account information, including your password, and for all activities that occur under your account. You agree to notify us immediately of any unauthorized use of your account.
- **Prohibited Conduct:** Users are prohibited from engaging in any unlawful activities on the website, including but not limited to posting defamatory content, conducting hacking attempts, or engaging in fraudulent activities.

8. Privacy

Your use of our website and services is also governed by our [Privacy Policy](#), which outlines how we collect, use, and protect your personal information. By using our services, you consent to the data practices described in the Privacy Policy.

9. Modifications to Terms

Lighthouse Tutoring reserves the right to amend these Terms and Conditions at any time. Any changes will be posted on this page, and continued use of the site or services after such changes constitutes your acceptance of the new terms.

10. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Ontario, Canada. Any disputes arising out of or relating to these terms shall be resolved in the courts of Ontario.

11. Termination

We reserve the right to terminate access to our services at any time, without notice, for conduct that we believe violates these Terms and Conditions or is harmful to other users of the site, us, or third parties.

12. Contact Information

If you have any questions or concerns about these Terms and Conditions, please contact us at:

- **Phone:** 613-707-7199
- **Email:** support@lighthouse tutoring.ca
- **Picton:** 7 Paul St., Unit 6, Picton, ON, Canada
- **Belleville:** 49 Millennium Parkway, Belleville, ON, Canada
- **Stirling:** 8 Mill St., Stirling, ON, Canada
- **Napanee:** 116 John St., Unit 6, Napanee, ON, Canada