



THE ELITE SCHOOL

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Website Terms and Conditions

THE ELITE SCHOOL

Effective from 12 October 2026

Address	123 High Street, Bordesley Green, Birmingham, B12 0JU
Website	https://theeliteschool.co.uk/
Email	info@theeliteschool.co.uk
Telephone	0121 231 0011

Purpose of this document. These terms govern access to and use of our website. Separate terms may apply when a customer books or purchases tuition or another service. Please read both sets of terms before placing an order.

Please retain a copy for your records.

1 About these terms

These Website Terms and Conditions govern your access to and use of <https://theeliteschool.co.uk/> and any related webpages, portals or online features operated by The Elite School. By using the website, you agree to these terms. If you do not agree, you must not use the website.

These terms apply to website use. If you enquire about, book, enrol in or pay for tuition or another service, the applicable Tuition Terms and Conditions, booking information and Cancellation and Refund Policy will also form part of the contract. If there is a conflict about the delivery of a paid service, the service-specific terms will take priority.

Nothing in these terms limits any mandatory rights you have under consumer law.

2 Who we are and how to contact us

The website is operated by The Elite School. Our correspondence address is 123 High Street, Bordesley Green, Birmingham, B12 0JU.

You can contact us by email at info@theeliteschool.co.uk, by telephone on 0121 231 0011, or by writing to our correspondence address. References to “The Elite School”, “we”, “us” and “our” mean The Elite School.

We provide supplementary tuition and educational support from Birmingham and online within the United Kingdom. We are not a school, online school or home-education provider. Parents and guardians remain responsible for a child’s education, supervision, safeguarding and welfare outside scheduled tuition sessions.

3 Other documents that apply

The following documents may also apply to your use of our website or services and should be read with these terms:

- Privacy Notice, explaining how we process personal information.
- Cookie Policy and cookie-preference tool.
- Tuition Terms and Conditions.
- Cancellation and Refund Policy.
- Acceptable Use Policy.
- Online Tuition Policy, where tuition is delivered remotely.
- Student and Parent Code of Conduct.
- Safeguarding and Child Protection Policy.

4 Using our website

You may use the website for lawful personal and non-commercial purposes, including reviewing information, making an enquiry, applying for a vacancy, booking an assessment or consultation, paying for an available service, accessing permitted resources and using an account or portal where we provide one.

You must provide information that is accurate, current and complete. You must not impersonate another person, submit information without authority, interfere with the website, attempt unauthorised access, introduce malicious code, scrape or harvest data, misuse forms, or use website content in a way that infringes another person’s rights.

Detailed restrictions are set out in our Acceptable Use Policy. We may suspend or restrict access where reasonably necessary to protect users, students, our systems or our legal rights.

5 Parents guardians and users under 18

Our services are used by children and young people, but any contract for paid tuition for a student under 18 must be entered into by their parent or legal guardian. The parent or guardian is responsible for payment, providing accurate information and ensuring compliance with the applicable service terms.

A person under 18 must not independently make a paid booking, enter payment details or open an account that is intended for an adult customer. Where a student is given access to a learning portal or online resource, the parent or guardian must provide appropriate supervision and help the student keep access details secure.

If you provide information about a child or another person, you confirm that you are authorised to do so and that the information is accurate.

6 Accounts portals and security

Where we provide an account, portal, login or restricted resource, access is personal to the authorised user. You must keep passwords and access links confidential and must not share them except with a parent or guardian where appropriate.

You must notify us promptly if you know or suspect that login details have been lost, disclosed or used without permission. We may reset credentials, suspend access or require additional verification where reasonably necessary for security or safeguarding.

We are not responsible for loss caused by a user's failure to protect access details, except where the loss results from our failure to use reasonable care and skill or where liability cannot lawfully be excluded.

7 Information enquiries bookings and contracts

Information on the website is an invitation to enquire or place an order; it is not automatically a binding offer. Submitting a form, making a provisional booking or entering payment information does not by itself mean that we have accepted a booking.

A contract for a paid service is formed when we send confirmation that we have accepted the booking or enrolment, or when we begin providing the service at your request, whichever occurs first. The confirmation and any service-specific terms supplied before acceptance form part of that contract.

We may decline or cancel a booking before acceptance where a service is unavailable, information is incomplete or inaccurate, payment is not authorised, safeguarding requirements cannot be met, or an obvious pricing or description error has occurred. If payment has already been taken and no contract is formed, we will return it using the original payment method unless another lawful method is agreed.

8 Prices and Stripe payments

Prices and payment schedules will be shown on the relevant webpage, booking form, invoice or written offer. Unless stated otherwise, prices are in pounds sterling. Any applicable taxes or additional charges will be disclosed before you commit to payment.

Online card payments are processed through Stripe. Stripe may process payment and anti-fraud information under its own terms and privacy notice. We do not normally retain full card details.

You confirm that you are authorised to use the selected payment method. A payment may be delayed or refused by the payment provider. We may suspend access to a paid service where an amount is overdue, subject to applicable law and the service-specific terms.

Discounts, promotional codes and offers are subject to their stated conditions, availability and expiry date. They have no cash value and cannot be combined unless we expressly agree otherwise.

9 Consumer cancellation rights for online bookings

If you are a consumer and enter into a service contract online, by telephone or away from our premises, you will normally have a legal right to cancel within 14 days after the contract is made, unless an exception applies. Details of how to cancel are provided in our Cancellation and Refund Policy and the model form at the end of this document.

If you ask us to start tuition or another service during the 14-day cancellation period, we may require your express request. If you then cancel before the service has been fully performed, you may have to pay a proportionate amount for the service supplied up to cancellation.

If a service is fully performed during the cancellation period after your express request and acknowledgement that the cancellation right will be lost once performance is complete, the right to cancel that completed service may end.

These provisions do not affect remedies available where a service is not provided with reasonable care and skill, is not as described, or otherwise fails to comply with applicable law. Any additional contractual cancellation rules will be set out in our Tuition Terms and Conditions and Cancellation and Refund Policy.

10 Website and course information

We take reasonable care to keep website information accurate and current. Course availability, timetables, tutors, delivery format, fees and resources may change. The final details are those confirmed to you when we accept a booking.

Educational articles, videos, revision materials, grade information and other general content are provided for general information and learning support. They are not a substitute for checking the current requirements of the relevant school, examination board, awarding organisation or regulator.

We do not promise any particular examination grade, admission outcome, improvement or other result. Results depend on factors outside our control, including attendance, effort, prior attainment, independent study, assessment conditions and decisions made by third parties. This does not reduce our obligation to provide contracted services with reasonable care and skill.

11 Intellectual property

The website and its content, including text, graphics, branding, photographs, videos, lesson materials, downloads, databases and software, are owned by us or used with permission and are protected by intellectual property law.

You may view the website and print or download a reasonable number of pages for personal, non-commercial study or reference. You must not remove ownership notices, reproduce substantial parts of the website, distribute paid or restricted resources, record lessons without permission, republish materials,

create derivative commercial products or use content to train an artificial intelligence system without our prior written consent.

“The Elite School” and associated logos and branding may not be used in a way that suggests endorsement, partnership or affiliation without our prior written permission.

12 User submissions reviews and testimonials

If you send us a review, comment, testimonial, photograph, video, student work or other material, you confirm that you have the right to provide it and that it is lawful, accurate and does not infringe another person’s rights.

Sending material privately does not automatically give us permission to publish it for marketing. We will obtain the appropriate consent before publishing an identifiable student’s photograph, video, voice, testimonial or work for publicity, in accordance with our Privacy Notice and consent arrangements.

We may remove or decline to publish material that is unlawful, misleading, defamatory, discriminatory, unsafe, infringing or otherwise inconsistent with our policies.

13 Third party websites and services

The website may link to third-party websites or use services supplied by other organisations, including Stripe, Zoho, WhatsApp and social-media platforms. Links are provided for convenience and do not necessarily mean that we endorse the third party.

Third-party services are governed by their own terms and privacy information. We are not responsible for the content or availability of a third-party website, although this does not exclude responsibility where the law makes us responsible.

14 Website availability and changes

We aim to keep the website available and secure but do not guarantee uninterrupted or error-free access. We may suspend, withdraw, restrict or change all or part of the website for maintenance, security, operational or legal reasons. Where reasonably practicable, we will give notice of significant planned interruptions affecting paid access.

You are responsible for arranging the equipment, software, internet connection and other requirements needed to access the website. Online tuition arrangements are addressed separately in our Online Tuition Policy.

15 Viruses and misuse

We use reasonable measures to protect the website, but we cannot guarantee that it will always be free from bugs, vulnerabilities or malicious code. You should use appropriate security software and keep devices and browsers updated.

You must not knowingly introduce malware, attempt to gain unauthorised access, conduct a denial-of-service attack, test security without permission or otherwise misuse the website. We may report suspected unlawful activity to relevant authorities and cooperate where legally permitted or required.

16 Our responsibility to you

We do not exclude or limit liability where it would be unlawful to do so. This includes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of rights that cannot lawfully be excluded, and any other liability that the law does not permit us to restrict.

If you are a consumer, we are responsible for losses that are a foreseeable result of our breach of these terms or our failure to use reasonable care and skill. A loss is foreseeable if it was obvious that it would happen or both parties knew it might happen when the relevant contract was made.

We are not responsible for loss that was not foreseeable, loss caused by information or instructions you supplied, or loss caused by events outside our reasonable control where we took reasonable steps to reduce the effect. We are not responsible for business losses where you use the website as a consumer.

If you use the website for business purposes, our liability is subject to any separate written agreement with you. To the fullest extent permitted by law, we exclude implied conditions relating to the website and are not liable for indirect or consequential loss, loss of profit, revenue, business, opportunity, goodwill or anticipated savings arising from business use.

17 Privacy cookies and communications

We process personal information in accordance with our Privacy Notice. Our Cookie Policy and cookie-preference tool explain how cookies and similar technologies are used and how choices can be changed.

Service communications about an enquiry, booking, payment, timetable, lesson, account, complaint or safeguarding matter are not marketing. Promotional email, SMS, WhatsApp or telephone communications are sent only where we have a lawful basis. Marketing preferences may be changed at any time.

18 Suspension and termination of website access

We may suspend or terminate access to an account, portal or restricted website feature if you materially breach these terms, misuse the website, create a security or safeguarding risk, infringe rights, fail to pay an amount properly due, or if we are legally required to do so.

Where the issue can reasonably be corrected, we will normally explain the concern and allow a reasonable opportunity to remedy it. Immediate action may be taken where necessary to protect a child, another person, confidential information, our systems or legal compliance.

Termination of website access does not automatically end a tuition contract. Ending tuition is governed by the applicable service terms and Cancellation and Refund Policy.

19 Changes to these terms

We may update these terms to reflect changes in the website, our services, security requirements or the law. The latest version will be published on the website with its effective date.

Changes will apply to website use from the stated effective date. A material change will not retrospectively alter an existing paid service contract unless the law permits it or the customer agrees. Where appropriate, we will give reasonable notice of a material change.

20 General legal terms

Entire agreement. For website use, these terms and the documents expressly referred to in them set out the agreement between you and us. They do not exclude liability for fraud and do not override the terms of a separately confirmed tuition contract.

No waiver. If we do not immediately enforce a right, we may still enforce it later.

Severability. If a court finds part of these terms unlawful or unenforceable, the remaining provisions will continue to apply.

Transfer. We may transfer our rights and obligations where this does not reduce your protections. You may transfer your rights only with our written agreement, except where the law allows otherwise.

Third-party rights. A person who is not a party to these terms has no right to enforce them under the Contracts Rights of Third Parties Act 1999.

21 Governing law and disputes

These terms are governed by the law of England and Wales. If you are a consumer resident elsewhere in the United Kingdom, you also retain the benefit of any mandatory protections of the law that applies where you live.

We encourage you to contact us first so that we can try to resolve a concern. Complaints will be handled under our Complaints Policy.

The courts of England and Wales will have jurisdiction. A consumer resident in Scotland or Northern Ireland may also bring proceedings in the courts of the part of the United Kingdom where they live, where applicable.

22 Contact details

Questions about these terms, cancellation notices and complaints may be sent to The Elite School at 123 High Street, Bordesley Green, Birmingham, B12 0JU; by email to info@theeliteschool.co.uk; or by telephone on 0121 231 0011.

Website: <https://theeliteschool.co.uk/>

Model cancellation form

Use this form only if you wish to cancel a qualifying distance or off-premises service contract. You may send the same information by email or another clear statement.

To	The Elite School, 123 High Street, Bordesley Green, Birmingham, B12 0JU Email: info@theeliteschool.co.uk
Cancellation statement	I/We give notice that I/we cancel my/our contract for the following service:
Service	
Ordered on	
Name of consumer(s)	
Address of consumer(s)	
Email or telephone	
Signature	Required only if this form is sent on paper
Date	

Document status. This document is intended for publication on The Elite School website and should be reviewed alongside the Tuition Terms and Conditions and Cancellation and Refund Policy before those documents go live.