



Terms & Conditions

Last updated: July 2026

These Terms & Conditions govern the use of the Top Tier Teaching website and the purchase of tuition services provided by Top Tier Teaching. By booking or attending classes, you agree to these Terms & Conditions.

1. About Top Tier Teaching

Top Tier Teaching provides online Leaving Certificate and Junior Cycle tuition services, including:

- Weekly group tuition classes
- Once-off tuition classes
- Educational masterclasses and revision events
- Complimentary strategy sessions for qualifying customers
- Study Skills sessions

All tuition is delivered online via Zoom.

2. Class Formats

a. Group Tuition

Group classes are delivered online and are limited to a maximum of six students per Maths class and ten students per Chemistry and Biology class. Students can avail of a once-off trial class to attend one of these classes, subject to availability of space within the class.

b. Masterclasses

Top Tier Teaching may offer masterclasses, revision workshops, exam preparation classes, or other educational events.

Masterclasses are scheduled as required and do not follow a regular timetable. Pricing will be determined for each individual event.

c. Study Skills Sessions

Study Skills Sessions are one-to-one educational coaching sessions designed to help students develop effective study habits and independent learning skills. Topics may include study planning, timetable creation, organisation, goal setting, time management, revision techniques, exam preparation strategies, and creating an effective study environment.

Study Skills Sessions are intended to support academic development and do not constitute subject-specific tuition.

d. Class Duration

- Standard classes: 60 minutes
- Masterclasses and special events: up to 2 hours maximum
- Study Skills Sessions: 45 minutes

3. Free Strategy Session

Students who purchase a month's subscription are entitled to one complimentary one-to-one strategy session.

The format, duration, and scheduling of this session are determined by Top Tier Teaching.

4. Fees and Payment

Current tuition fees are:

- €30 for a once-off trial class
- €120 for a monthly subscription
- €35 for a Study Skills sessions

Masterclass pricing will be advertised separately. The monthly subscription service and one-to-one Study Skills Sessions are payable by bank transfer only. All Masterclass bookings must be paid through Stripe using the designated payment link. A Masterclass place is not confirmed until payment has been successfully received.

Note: Top Tier Teaching operates on a monthly subscription basis.

The standard subscription fee is €120 per month and applies to months containing four scheduled classes.

In the event that a month contains five scheduled classes, the subscription fee for that month will be increased proportionately to €150. In the event that a month contains only three scheduled classes due to a scheduled class not taking place on a public holiday or during a planned holiday period (e.g. Christmas Day or St.Patrick's Day), the subscription fee for that month will be reduced proportionately to €90.

Students and parents will be notified in advance where a variation to the standard monthly fee applies.

Unless otherwise notified, classes will continue as normal on Bank Holiday Mondays. Bank Holidays do not automatically result in the cancellation of scheduled classes.

Receipts are available upon request. All receipt requests must be made via email.

Payment Deadlines:

Monthly Subscriptions:

Payment must be received by the Friday preceding the first week of the month's classes.

One-Off Trial Classes:

Payment must be received 24 hours before the class takes place.

Masterclasses:

Payment must be received via Stripe no later than 2 hours before the event begins.

Study Skills Sessions:

Payment must be received 24 hours before the class takes place.

Note: Top Tier Teaching reserves the right to refuse attendance where payment has not been received.

5. Attendance and Participation

Students are expected to:

- Join classes on time
- Attend from a suitable learning environment
- Have access to a stable internet connection
- Behave respectfully towards the tutor and other students
- Follow reasonable instructions during classes

Students may be asked to remain muted except when contributing to class discussion.

The preferred practice is that students have their camera switched on during classes.

6. Late Arrival

Students arriving more than 15 minutes after the scheduled start time may be refused entry to the class.

No refund, replacement class, or class credits will be provided in these circumstances.

7. Cancellation, Class Credits and Fee Adjustments

Student Cancellations

Where a student provides at least 48 hours' notice that they cannot attend a scheduled class, Top Tier Teaching will issue a class credit.

Class credits will be applied as a discount to the student's next monthly subscription payment.

Class credits are not redeemable for cash, are not transferable, and cannot be exchanged for refunds except where required by law.

Notice Given Within 48 Hours

Students may contact Top Tier Teaching to explain their absence. Class credits may be considered at the discretion of Top Tier Teaching, but are not guaranteed.

Non-Attendance

Students who fail to attend a scheduled class without notice will not receive a refund, replacement class, or class credit.

Teacher Cancellation and/or Technical Issues

Where Top Tier Teaching cancels a class, or where technical difficulties on the tutor's side prevent a class from continuing and less than 40 minutes of the class has been completed, a class credit will also be issued.

Class credits will be applied as a discount to the student's next monthly subscription payment. Class credits are not redeemable for cash, are not transferable, and cannot be exchanged for refunds except where required by law.

8. Refund Policy

Fees paid for classes, study skills sessions, monthly subscriptions, and masterclasses are generally non-refundable. Class credits, where applicable under these Terms & Conditions, are the primary remedy for missed classes.

If Top Tier Teaching is unable to provide a booked service and a suitable alternative cannot be arranged, a refund may be offered at the discretion of Top Tier Teaching or where required by law.

Nothing in these Terms & Conditions affects any statutory rights available under applicable consumer protection legislation.

9. Recording and Intellectual Property

Students **must not**:

- Record classes
- Share class recordings
- Redistribute teaching materials
- Upload materials to websites, social media platforms, or AI tools
- Provide materials to third parties without permission
- Share Notes, worksheets, study plans, Study Skills Session resources, Masterclass materials or presentations

Any student found recording or distributing class content may be removed from the class or service without refund or class credit.

All notes, worksheets, presentations, recordings, handouts, digital resources, and other materials provided by Top Tier Teaching remain the intellectual property of Top Tier Teaching unless otherwise stated.

Students and parents are granted a non-transferable licence to use these materials for personal educational purposes only. Materials may not be copied, reproduced, distributed, uploaded, shared, sold, published, or made available to any third party without prior written permission from Top Tier Teaching.

10. Academic Performance

Top Tier Teaching aims to provide high-quality educational support and guidance.

However, no guarantee is given regarding:

- Examination results
- CAO points
- Specific grades
- Academic outcomes

Student success depends on a range of factors including attendance, engagement, independent study, and examination performance.

11. Students Under 18

Many students attending classes may be under the age of 18.

By booking and paying for tuition services, the student or parent/guardian confirms that appropriate permission has been obtained for the student to participate in online classes.

12. Termination of Services

Top Tier Teaching reserves the right to suspend or terminate tuition services where:

- Fees remain unpaid
- A student repeatedly disrupts classes
- A student behaves inappropriately
- Communications become abusive, threatening, or unreasonable
- These Terms & Conditions are breached

In such circumstances, refunds or class credits may not be provided.

13. Website Use

The information provided on this website is for general information purposes only.

While reasonable efforts are made to keep information accurate and up to date, Top Tier Teaching makes no guarantees regarding the completeness, accuracy, or availability of website content.

Website content may be updated, amended, or removed without notice.

14. Changes to These Terms

Top Tier Teaching reserves the right to amend these Terms & Conditions at any time.

The latest version will always be available on the website.

Continued use of the website or tuition services constitutes acceptance of any updated Terms & Conditions.

15. Communications

Top Tier Teaching can be contacted through email, Instagram, and TikTok for general enquiries.

However, all bookings, cancellation requests, rescheduling requests, payment queries, and other important service-related communications must be submitted by email only to:

toptierrteachingsupport@gmail.com

Top Tier Teaching cannot guarantee that messages sent through social media platforms will be seen or responded to within any particular timeframe.

Where there is any discrepancy between communications sent via social media and email, the email record will be treated as the official record of communication.

16. Contact

Questions regarding these Terms & Conditions may be directed to:

toptierteachingsupport@gmail.com

