THE TEN MINUTE TUTOR

TERMS AND CONDITIONS

Last updated: 11 November 2026

1. Agreement and operator

These terms govern The Ten Minute Tutor app, educational content, subscriptions and associated services. The service is operated by Dunoon Enterprises Pty Ltd as trustee for The Transformation Trust, Melbourne, Victoria, Australia. By registering, purchasing or using the service, you agree to these terms. Adults managing learner profiles confirm they have the necessary authority.

2. Age and consent

The program is intended for learners aged six and older. People aged 16 and over may register their own accounts. Learners aged 6–15 may use the program with consent from a parent, guardian or other legally authorised adult. Parents, teachers and tutors may create and manage accounts for children or students where they have the required authority and consent. The service is not intended for children under six.

3. The educational service

The program provides twelve progressive learning levels, educational video tutorials, quizzes and feedback, individual progress records, certificates, downloadable gifts and learning notifications. Content and features may evolve subject to applicable consumer rights.

4. Plans and prices

Individual Plan: US$9.95 per monthly billing period or US$97 annually for one learner. Family & Educator Plan: US$19.95 per monthly billing period or US$197 annually for up to five named learners. School and organisation licences for larger groups are quoted separately. These are intended prices; availability and exact billing periods must be confirmed in the live purchasing systems. The price, currency, taxes and billing terms shown at checkout govern the purchase.

5. Multi-learner accounts

A Family & Educator account holder may manage up to five named learner profiles, each with its own PIN and separate progress, quiz history, certificates and rewards. The account holder must ensure authorised access and appropriate child consent. Profiles may not be shared between different individuals or repeatedly reassigned to avoid subscription limits. Larger institutional use requires an appropriate licence.

6. Renewal and cancellation

Recurring subscriptions renew unless cancelled in accordance with the checkout terms and payment-provider deadlines. Customers may cancel at any time to prevent future renewals. Unless otherwise stated or required by law, access continues until the end of the paid period. App deletion or account deletion does not necessarily cancel billing. Apple and Google purchases are managed through the relevant store; direct purchases through the available billing management process or customer support.

7. 30-day full money-back guarantee

A customer may request a full refund of their initial subscription payment by emailing info@thetenminutetutor.com within 30 days of the initial purchase, without giving a reason. This applies to both monthly and annual Individual and Family & Educator subscriptions: US$9.95, US$97, US$19.95 or US$197 respectively, where those are the amounts

paid. The guarantee does not ordinarily apply to renewals. Refunds are handled through the relevant purchasing channel, and store-controlled refund processes may require the customer to submit a request to Apple or Google. This guarantee is additional to rights under applicable consumer law. Refund requests do not automatically cancel future renewals unless confirmed by the payment provider.

8. Intellectual property

The videos, illustrations, text, quizzes, original educational resources, software, branding and protected expression of teaching materials are owned by or licensed to The Ten Minute Tutor. Without written permission, users must not screen-record, copy, reproduce, redistribute, sell, sublicense, upload, commercially exploit or share protected materials or unauthorised account access, except as expressly permitted or required by law. These terms do not claim exclusive ownership of general educational ideas or methods that are not protectable by law.

9. Gifts and certificates

Learners may download and retain certificates and gifts expressly offered for download, including after cancellation. This is a limited permission for personal, household or authorised educational use; copyright ownership is not transferred. Commercial resale or redistribution requires written permission.

10. Acceptable use and security

Users must not access accounts without authority, sell credentials, circumvent learner limits, extract content using automated tools, interfere with security or use the service unlawfully. Account holders should protect passwords and PINs and promptly report suspected compromise. Serious breaches may result in proportionate access restrictions, subject to applicable rights.

11. Educational disclaimer

The Ten Minute Tutor is an educational resource. Learning outcomes vary with individual needs, practice and circumstances. No specific reading or spelling outcome is guaranteed within a particular period. The service is not a substitute for appropriate professional educational, psychological or medical assessment. Non-excludable consumer guarantees remain unaffected.

12. Availability and changes

Temporary interruptions may arise from maintenance, internet connectivity or third-party systems. We may improve or update content and functionality. Where a material change adversely affects paid services, we will provide notices and remedies required by applicable law.

13. Privacy and deletion

Our Privacy Policy explains information handling. Account deletion can be initiated within the app; deletion may permanently remove learning records, subject to legal retention requirements. Customers must separately check and cancel recurring subscriptions to avoid further billing.

14. Liability and consumer rights

Nothing in these terms excludes, restricts or modifies rights or remedies that cannot lawfully be excluded, including under the Australian Consumer Law and mandatory consumer protection laws elsewhere. Any limitation of liability applies only to the extent permitted by applicable law.

15. App stores and governing law

Use of Apple and Google platforms may also be subject to their applicable terms and purchase rules. These terms are governed by the laws of Victoria, Australia, subject to mandatory consumer protections and jurisdictional rights in the consumer’s place of residence.

16. Changes and contact

We may update these terms with any legally required notice and consent. Changes will not retrospectively remove accrued statutory rights. Contact: The Ten Minute Tutor, Dunoon Enterprises Pty Ltd as trustee for The Transformation Trust, Melbourne, Victoria, Australia; info@thetenminutetutor.com.