



## Terms of Service

Pilot Theory Online

Version 1.1

21/01/26

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## 1. Document Management

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## 1.2 Revision Record

Version	Date	Description	Author
1.0	11/11/25	Initial release	Cameron Murphy
1.1	21/01/26	Added 'Sale of Notes' Section	Cameron Murphy

## 1.3 List of Effective Pages

Section	Page	Version	Date
1. Document Management	1	1.0	11/11/25
2. Services Provided	3	1.0	11/11/25
3. Eligibility	3	1.0	11/11/25
4. Bookings and Payments	3	1.0	11/11/25
5. Sale of Notes	3	1.1	21/01/26
6. Referral Discount	4	1.0	11/11/25
7. Cancellation and Rescheduling	4	1.0	11/11/25
8. Use of Materials and Intellectual Property	4	1.0	11/11/25
9. User Conduct	5	1.0	11/11/25
10. Limitation of Liability	5	1.0	11/11/25
11. Privacy	5	1.0	11/11/25
12. Changes to Services and Terms	5	1.0	11/11/25
13. Governing Law	5	1.0	11/11/25
14. Contact Information	6	1.0	11/11/25

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## 2. Services Provided

Pilot Theory Online offers private tuition services for aviation-related topics.

## 3. Eligibility

To use our services, you must:

- Be at least 18 years of age, or have a parent or legal guardian's explicit permission to use our services.
- Provide accurate and complete information during the booking process.

By using our services, you represent that you meet these requirements.

## 4. Bookings and Payments

All bookings must align with the following:

- All bookings must be made through the booking form available on our website or arranged directly through a Pilot Theory Online tutor, who will book the session on the client's behalf.
- Clients of Pilot Theory Online that purchase a 'Block Booking' have 12 months from the date of purchase to use all sessions within that 'Block Booking'.

All payments must align with the following:

- Payment must be completed at the time of booking via the methods provided.
- All payments are non-refundable unless otherwise stated (e.g., cancellation policies in Section 6).
- Pilot Theory Online offers a money back guarantee policy, for your first session. If as a client you are not satisfied with the service we provide in this session, you are entitled to a full refund.

## 5. Sale of Notes

Pilot Theory Online may offer study notes for purchase in digital or physical format. The sale of these notes is subject to the following conditions:

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- Digital notes are provided electronically, and access is granted immediately upon purchase. Once access has been granted, digital notes are non-refundable.
- Physical notes may be returned within 14 days of receipt in accordance with the Consumer Contracts Regulations 2013, provided they are returned in a reasonable condition. Return postage costs are the responsibility of the customer unless the item is faulty.
- Refunds for physical notes will be issued once the returned item has been received and inspected.
- The right to cancel does not apply to personalised or customised physical notes.

This section does not affect your statutory rights under UK consumer law.

## 6. Referral Discount

A referral discount is offered, with the following considerations:

- The discount offered is 10% off of the original price.
- Pilot Theory Online will generate a discount code for the client, which can be applied to any block booking.
- This discount is only applicable if the referred client purchases a class or a block booking.

## 7. Cancellation and Rescheduling

Cancellations and rescheduling are permitted, with the following restrictions:

- Cancellations or rescheduling requests must be made at least 24 hours in advance.
- Late cancellations or no-shows may result in the loss of the session fee.
- We reserve the right to cancel or reschedule sessions due to unforeseen circumstances, in which case you will be notified promptly and offered an alternative session or refund.

## 8. Use of Materials and Intellectual Property

By booking a session with Pilot Theory Online, you agree to the following:

- Any materials provided during sessions, such as notes or study guides, are for personal use only.
- You may not reproduce, distribute, or share these materials without explicit permission from Pilot Theory Online.

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- All intellectual property, including logos, content, and branding, remains the property of Pilot Theory Online.

## 9. User Conduct

By using our services, you agree to:

- Engage respectfully with instructors and staff.
- Not use our services for any unlawful or unauthorised purpose.
- Refrain from actions that disrupt or harm our operations or other users.

## 10. Limitation of Liability

By using our services, you agree that:

- Pilot Theory Online is not responsible for any outcomes, including exam results, related to the use of our services.
- To the fullest extent permitted by law, we are not liable for any indirect, incidental, or consequential damages arising from the use of our services.
- By booking our services, you acknowledge that while our tutors strive for accuracy, minor discrepancies may occur.

## 10. Privacy

Your use of our services is subject to our Privacy Policy, which outlines how we collect, use, and protect your personal data. Our Privacy Policy can be found on our website.

## 11. Changes to Services and Terms

- We reserve the right to update or modify our services and these Terms at any time.
- Significant changes will be communicated to users through our website or email. Continued use of our services after updates constitutes your acceptance of the new Terms.

## 12. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales.

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## 13. Contact Information

If you have any questions about these Terms, please contact us using the following contact details:

- Email: [cameron@pilottheoryonline.com](mailto:cameron@pilottheoryonline.com)
- Mobile: +447398063399
- Website: [www.pilottheoryonline.com](http://www.pilottheoryonline.com)

**Thank you for choosing Pilot Theory Online!**