NextRising AI

Terms (including refunds)

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Terms for parents and guardians

These terms are between you, the parent or guardian, and NEXTRISINGAI PTY LTD (ABN 45 695 612 616) ("NextRising AI", "we"). They cover our Teacher-led courses and our Self-paced courses. Please read them before you book. If anything is unclear, email us at info@nextrisingai.com.

1. Who books Bookings are made by a parent or legal guardian aged 18 or over. You book on behalf of your child, and you're the person we contact about the booking. We don't contact learners directly. Teacher-led live lessons are for learners aged 12 and over. Some apps used in lessons have higher minimum ages. Under-13s don't create accounts on third-party AI apps; the teacher demonstrates them. The full rules are on our [Safety & privacy] page.

2. What you're booking

- **Teacher-led courses** are 5 live lessons, 1 hour each, taught online by our teachers on Zoom. How learners join, and the parent rules for live lessons, are on our [Safety & privacy] page.
- **Self-paced courses** are 5 lessons, about 1 hour 45 minutes of teaching in total. They are video lessons and activities our team records in advance, and your child works through them at their own pace. [NEEDS VALUE: confirm no learners appear in the pre-recorded videos]
- Lesson dates and times are shown in your local time zone.
- Prices are in US dollars and include tax. The price you see is the total you pay; nothing is added at checkout.

Course	Teacher-led live learning	Self-paced recorded course
Music Studio	US$229	US$139
Programming Lab	US$289	US$179
Graphic Design (Coming soon, not on sale yet)	US$229	US$139

What we provide

- Delivery of your access code (Self-paced) or Zoom link (Teacher-led).
- The course content and lessons as described on the course page.
- The follow-up emails.

Free bonus: 10 days of email support with every course (self-paced: from when access opens; teacher-led: after your last live lesson). It's not part of the price paid.

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3. Live lessons are never recorded We never record our live lessons: not the video, not the audio and not the chat. Recording is turned off in our lesson platform's settings, and lesson chat is not saved. Only our Self-paced courses use video, and those are lessons we've recorded in advance. We ask everyone in a lesson, including families at home, not to record, photograph or screenshot it, so every learner's privacy is respected.

4. Safety, parents and live lessons The rules for parents and guardians, live lessons on Zoom, cameras and microphones are on our [Safety & privacy] page. They form part of these terms.

5. Third-party apps The rules for the AI apps learners use in lessons, including minimum ages and teacher demonstrations, are on our [Safety & privacy] page. They form part of these terms.

6. Payments, changes and refunds

- Payment is taken at checkout by Stripe in US dollars. Prices include any GST or tax that applies; nothing is added at checkout.
- All bookings are paid. We don't offer free bookings or free trials at this time.
- **Starting straight away (Teacher-led).** If you're in the EU or UK, you may have a 14-day cooling-off period. When you tick "Committed to my booked lesson dates." before payment, you can't cancel for a refund once the course has been fully delivered, and if you cancel within the 14 days, you may pay for any part already provided. Your other consumer rights stay the same. [LAWYER CHECK]
- **Starting straight away (Self-paced).** If you're in the EU or UK, you may have a 14-day cooling-off period. When you tick "Ready to start right away." on the plan form, the 14-day cooling-off period ends once your child's course access starts. [LAWYER CHECK]
- **Self-paced refunds.** No refund once access starts, except where the law requires. This doesn't affect your rights under consumer law, e.g. if the course is faulty. Before we release access, you can ask for a full refund. Access starts when we release your child's course access: we approve their place in the course and send the access email. This happens after the short survey after payment.
- **If something's not right.** If we don't deliver what's listed, or it isn't as described, contact us and we'll put it right or refund as the law requires.
- Changes, cancellations and refunds: see "Refunds" at the end of these terms (Refunds).
- **Email support (all courses).** Free bonus: 10 days of email support with every course (self-paced: from when access opens; teacher-led: after your last live lesson). It's not part of the price paid. Email us at info@nextrisingai.com.
- **Self-paced (continued).** Access period: [NEEDS VALUE: access period for Self-paced lessons]. We'll email your access details to you; we never send passwords by email.

7. Your child's information We keep what we ask for to a minimum. When you book, we ask for your details, and you can choose to give your child's first name or nickname (a surname initial is fine) and an age bracket. We don't ask for full surnames, schools, photos or health details. Cameras, microphones and the name learners join with: see our [Safety & privacy] page. Because we never record live lessons, we don't keep what's seen or heard in them. Third-party apps your child uses in lessons collect information under their own terms, not ours (see our [Safety &

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privacy] page). Our Privacy Notice explains what we collect, why, who can see it and how to ask us about it: [NEEDS VALUE: Privacy Notice link].

8. The short survey after payment After payment, please fill in a short survey. We send your child's course access, or the lesson link, once it's done. Please leave out names, school, contact details and health details. Your child's teacher sees the answers, and only to plan their lessons. Our team only checks that a survey was submitted. We delete the answers [NEEDS VALUE: survey retention period].

9. Keeping learners safe [PENDING ROWAN OK] If you're ever worried about a learner's safety, please contact our safeguarding contacts, Mr. William (Australia) or Jessica (United States) [CONFIRM WITH ROWAN: Jessica's safeguarding role and how her name is shown], at info@nextrisingai.com. Please don't use the booking form, the survey or newsletter replies for safety concerns. If a child is ever in immediate danger, please contact your local emergency services first: Australia 000, United States 911, United Kingdom 999, New Zealand 111, Canada 911. More about how we look after learners: Child safeguarding on our Safety & privacy page. [NEEDS VALUE: "How we keep learners safe" link on the main site, if still wanted]

10. Acceptable use [PENDING ROWAN OK] We want every lesson to feel friendly, safe and fair for everyone. Please help your child follow these simple rules in live lessons and when they use the course apps.

- **Be kind and respectful.** Learners treat the teacher and other learners with respect, and let everyone have their turn to learn and share.
- **Keep personal details private.** Learners don't share their full name, address, school, phone number or social media handles with other learners, or put them in anything they make or share in lessons.
- **Use AI honestly and responsibly.** Learners are honest about what they made and how an AI app helped, don't ask an AI app for anything harmful or inappropriate, and follow the teacher's guidance on each app.
- **No recording.** Nobody records, photographs or screenshots a live lesson.

If something goes wrong. Usually a friendly reminder is all it takes. If it keeps happening, we may pause your child's course access or remove them from a live lesson. Any refund is handled as set out in "Refunds" at the end of these terms (Refunds).

11. Other terms

- Changes to these terms: [NEEDS VALUE: how changes to terms are handled].
- Governing law and where disputes are handled: [NEEDS VALUE: governing law].
- Contact: NEXTRISINGAI PTY LTD (ABN 45 695 612 616), info@nextrisingai.com, [NEEDS VALUE: postal address].

Last updated: [NEEDS VALUE: date of publication].

Refunds

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Refund Policy

- Payments: taken at checkout by Stripe in US dollars, tax included.
- Rescheduling a Teacher-led course: [NEEDS VALUE: rescheduling policy].
- If we cancel a Teacher-led group, or it doesn't fill, you can choose to move to the next intake, switch to the Self-paced recorded course, or get a full refund. If you don't choose, we'll refund you in full. Refunds are paid within 14 days [PROPOSED, confirm with Rowan]. A group doesn't fill if it has fewer than [NEEDS VALUE: minimum group size] learners by [NEEDS VALUE: cutoff before start].
- Cancellations and refunds: [NEEDS VALUE: cancellation and refund policy, including refund window].
- Please contact us as early as possible if you need to change or cancel a booking.
- If no parent or guardian is nearby (in the same room) during a live lesson: [NEEDS VALUE: what happens, e.g. lesson paused or ended, and any refund].
- Self-paced courses: No refund once access starts, except where the law requires. This doesn't affect your rights under consumer law, e.g. if the course is faulty. Before we release access, you can ask for a full refund. Access starts when we release your child's course access: we approve their place in the course and send the access email. This happens after the short survey after payment.
- Starting right away (Self-paced, EU and UK buyers): when you tick "Ready to start right away" before payment, you ask for access to start right away and understand the 14-day cooling-off period ends once access starts.
- Teacher-led courses (EU and UK buyers): Lessons start on your booked dates, even if that's within the 14-day cooling-off period. If you cancel during that time, you pay only for lessons already given. [LAWYER CHECK]
- If we don't deliver what's listed, or it isn't as described, contact us and we'll put it right or refund as the law requires.
- Nothing in this policy limits any rights you have under consumer law where you live that can't be excluded. [NEEDS VALUE: lawyer sign-off on this wording]
- Questions: email info@nextrisingai.com.

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