

Terms of Use

Last Updated: 23 September 2025

1. Introduction

Welcome to Bamboozled AI, an intelligent online tutoring platform designed to support students with curriculum-aligned learning. These Terms of Use ("Terms") govern your access to and use of Bamboozled AI's website, applications, and associated services (collectively, the "Services").

Bamboozled AI Ltd is a UK-registered company (Company No. 16703991) with a registered office at:
Bamboozled AI, Marlston Farmhouse, Marlston, Hermitage, Thatcham, Berkshire RG18 9UU, United Kingdom.

By using or accessing our Services, you agree to comply with and be bound by these Terms. If you do not agree, you must not use the Services.

2 Definitions and Interpretation

In these Terms:

- "Company", "we", "us", or "our" refers to Bamboozled AI Ltd.
- "User", "you", or "your" refers to the individual entering into this agreement.
- "Services" means the website, applications, and associated services provided by us.
- "Content" means all text, images, data, and other material provided through the Services.

3. Eligibility

The Services are suitable for users aged 11 years and above.

- If you are under 18, you must have permission from a parent or guardian.
- Parents/guardians must accept these Terms on behalf of users under 18 and are responsible for supervising their use.

By using the Services, you confirm that you meet these eligibility requirements.

4. Account Registration and Security

To access certain features of Bamboozled AI, you may need to create an account. You agree to:

- Provide accurate and complete information
- Keep your login credentials confidential

- Accept responsibility for all activity under your account

If you suspect unauthorised access to your account, you must notify us immediately. We are not liable for losses due to unauthorised use.

5. Acceptable Use Policy

You agree not to use the Services to:

- Violate any law or regulation
- Harm, exploit, or bully any person (including other users)
- Upload or share inappropriate, offensive, or unlawful content
- Infringe intellectual property or privacy rights
- Attempt to disrupt or hack our systems
- Introduce viruses, malware, or harmful code
- Send spam or unsolicited communications
- Impersonate any person or organisation

We reserve the right to suspend or terminate accounts for misuse.

6. Intellectual Property

All content on Bamboozled AI — including text, graphics, software, AI-generated materials, and logos — is the property of Bamboozled AI Ltd or its licensors and is protected by UK and international laws.

You retain ownership of content you submit (e.g., answers, assignments), but by submitting it, you grant us a worldwide, non-exclusive, royalty-free licence to use, reproduce, and display that content for educational and platform improvement purposes.

7. Personalisation and Data Use

To support your learning journey, we store and process your data to:

- Track your progress and activity
- Customise feedback and content
- Adapt our AI models to improve accuracy and relevance
- Provide teachers and parents with insights into usage

For more details, please refer to our Privacy Policy.

8. Subscriptions and Payments

Some Services may require payment or subscription. By purchasing a subscription, you agree to:

- Pay the stated fees according to the selected plan
- Allow us to charge your chosen payment method
- Understand that fees are subject to change with prior notice

You may cancel your subscription at any time. You'll retain access to paid features until the end of your billing cycle. No refunds are provided for partial periods.

9. Changes to Services

We reserve the right to modify, suspend, or discontinue any part of the Services at any time, with or without notice. We will not be liable to you or any third party for any modification, suspension, or discontinuance of the Services.

10. User-Generated Content

We may, but are not obliged to, monitor, edit, or remove content submitted by users. We are not responsible for user-generated content and do not endorse any opinion contained in such content.

11. Third-Party Links

Our Services may contain links to third-party websites or services. We are not responsible for the content, privacy policies, or practices of any third-party websites or services.

12. Service Availability

We do not guarantee that the Services will always be available or uninterrupted. We may suspend, withdraw, or restrict the availability of all or any part of the Services for business or operational reasons.

13. Termination

We may suspend or terminate your access if:

- You breach these Terms
- We are required by law to do so
- Your account is inactive for an extended period

You may delete your account by contacting us at info@bamboozled.ai.

14. Force Majeure

We shall not be liable for any failure or delay in performing our obligations under these Terms where such failure or delay results from any cause beyond our reasonable control, including but not limited to acts of God, war, terrorism, government action, or internet outages.

15. Disclaimer of Warranties

Bamboozled AI is provided "as is" and "as available" without warranties of any kind. We do not guarantee that Services will be:

- Uninterrupted or error-free
- Always accurate, timely, or reliable
- Free from bugs, viruses, or harmful components

16. Limitation of Liability

To the fullest extent permitted by law, Bamboozled AI Ltd shall not be liable for:

- Indirect, incidental, or consequential loss or damages
- Loss of data, profits, or goodwill
- Any issues resulting from your use or inability to use the Services

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be limited or excluded by law.

17. Complaints and Dispute Resolution

If you have a complaint about the Services, please contact us at info@bamboozled.ai.

You must contact us at info@bamboozled.ai and allow us a reasonable opportunity to resolve your complaint before commencing any legal proceedings. You agree not to initiate any court action or other formal dispute resolution process unless you have first notified us of your complaint and attempted to resolve it with us directly.

18. Indemnification

You agree to indemnify and hold harmless Bamboozled AI Ltd, its directors, employees, and affiliates against any claims or expenses arising from:

- Your breach of these Terms
- Your use of the Services
- Your violation of any third-party rights

19. Safeguarding and Child Protection

We take the safety of young users seriously. Bamboozled AI:

- Has safeguarding policies in place
- May monitor usage for inappropriate activity
- May suspend accounts if safeguarding concerns arise

Parents and guardians are responsible for supervising their child's use of the platform and reporting any concerns.

20. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

21. Waiver

Our failure to enforce any right or provision of these Terms will not be deemed a waiver of such right or provision.

22. Assignment

We may assign or transfer our rights and obligations under these Terms to another organisation. You may only assign your rights or obligations with our prior written consent.

23. Notices

We may provide notices to you by email, by posting on our website, or by any other method we reasonably select. Notices will be deemed received immediately upon posting or sending.

24. Consumer Rights

Nothing in these Terms affects your statutory rights as a consumer under applicable law.

25. Governing Law

These Terms are governed by the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England for any disputes.

26. Updates to Terms

We may update these Terms from time to time. The "Last Updated" date at the top of this page reflects the most recent changes. By continuing to use the Services after updates are posted, you accept the revised Terms.

27. Contact Us

For questions, support, or legal inquiries, please contact:

Bamboozled AI Ltd
Marlston, Thatcham
Berkshire RG18 9UU
United Kingdom
✉ Email: info@bamboozled.ai