NextRising AI

# Terms (including refunds)

*Version 1.6v*

**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, and Self-paced courses are recommended for ages 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: Music Studio 1 hour 43 minutes in total, Programming Lab 1 hour 45 minutes in total, and Graphic Design about 1 hour 45 minutes in total. They are video lessons and activities our team records in advance, and your child works through them at their own pace. No learners appear in the videos.
- Lesson dates and times are shown in your local time zone.
- Our prices are in US dollars. For Australian customers, GST is included in the price and shown at checkout. Nothing is added at checkout.
- Book one place for each child. There's no limit on how many children can join.

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

**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, at the price shown (see §2); 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.
- **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.
- **Self-paced refunds.** No refund once access starts, except where the law requires. This doesn't affect your rights under the Australian Consumer Law or other consumer laws that apply to you, 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).** Self-paced courses include 3 months of access from the date of purchase. We usually release access soon after purchase. Teacher-led courses have no access period. 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 & privacy page). Our Privacy Notice, on our Policies page, explains what we collect, why, who can see it and how to ask us about it.

**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 once your child's course has finished.

**9. Keeping learners safe** Anyone worried about a learner's safety can contact our safeguarding lead, William, 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, contact 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.

**10. Acceptable use** 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**

- **Your consumer rights.** Nothing in these terms limits any rights you have that can't be excluded, including under the Australian Consumer Law, New Zealand's Consumer Guarantees Act and the consumer laws where you live.
- Changes to these terms: if we change them, we'll post the new version here with a new date and email you about important changes. Bookings already paid follow the terms you agreed to.
- Governing law: these terms are governed by the laws of Queensland, Australia. Nothing in them limits rights you have under the consumer law where you live.
- Contact: NEXTRISINGAI PTY LTD (ABN 45 695 612 616), info@nextrisingai.com.

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Last updated: 2 November 2026.

**Refunds**

**Refund Policy**

- Payments: taken at checkout by Stripe, at the price shown.
- Rescheduling a Teacher-led course: lesson dates are fixed. If you need different dates, email us before the first lesson and we'll offer a place in the next intake, if there is one.
- 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. A group doesn't fill if it has fewer than 4 learners 7 days before the first lesson.
- Cancellations and refunds: you can cancel a Teacher-led booking for a full refund until the first lesson starts. Self-paced courses can be refunded until access starts. After that, refunds are given where the law requires.
- 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: the teacher pauses your child's part of the lesson until an adult is back. If no adult comes back, your child leaves that lesson. A lesson missed this way isn't refunded, except where the law requires.
- Self-paced courses: No refund once access starts, except where the law requires. This doesn't affect your rights under the Australian Consumer Law or other consumer laws that apply to you, 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.
- 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.
- Questions: email info@nextrisingai.com.