ExamHero Terms and Conditions

Last updated: 5 November 2026

The short version

These terms are the agreement between you and ExamHero when you sign up. In plain English:

- ExamHero is an AI study tutor for Junior and Leaving Cert students. It helps you learn; it doesn't do your work for you.
- You must be 12 or over. If you're under 18, a parent or guardian sets up and pays for the account.
- Subscriptions renew automatically until you cancel. You can cancel any time from your account.
- The AI tutor can make mistakes. Always check against your teacher, textbook and the official SEC materials.
- Use ExamHero honestly: don't submit its help as your own work for CBAs, coursework or assessments.
- If you're under 16, your parent can see your chats with the tutor.
- How we handle your data is explained in our Privacy Policy.

1. About these terms

These terms apply to everyone who uses ExamHero.ie: students, parents and guardians, teachers and school principals. By creating an account you agree to them.

ExamHero is run by **ExamHero Limited** (company number 822511), 57 Cherbury Park Road, Lucan, Dublin, K78 V3W, Ireland. You can contact us at hello@examhero.ie.

Our Privacy Policy explains what personal data we collect and how we use it. It forms part of these terms. If the two ever conflict on a data question, the Privacy Policy applies.

2. Who can use ExamHero

- **Students** must be 12 or over.
- **Under 18:** a parent or guardian must create or link an account and is the account holder. They accept these terms for themselves and on behalf of their child, and are responsible for payment.
- **Under 16:** a parent or guardian must also give a separate consent for us to process their child's data, as explained in section 5.2 of the Privacy Policy.
- **16 and over:** students may accept these terms themselves. Where a parent pays, the parent is the account holder for billing.

- **Teachers and principals** use ExamHero on behalf of their school and must have the school's permission to do so.

Parents and guardians agree to supervise their child's use of ExamHero as they see fit for the child's age.

3. Your account

- Give accurate details when you sign up and keep them up to date.
- Keep your login private. Each account is for one person only; don't share it.
- You're responsible for what happens on your account. Tell us straight away at hello@examhero.ie if you think someone else has accessed it.
- A parent account can link to one or more student accounts. Parents of students under 16 can see their child's study sessions, progress and tutor chat history. Parents of students aged 16 and over can see study sessions and progress.

4. Subscriptions and payment

- **Price:** current plans and prices are shown on our pricing page and at checkout. Prices include VAT where applicable.
- **Billing:** you pay in advance for each billing period (monthly or yearly, depending on your plan). Payments are processed securely by Stripe; we never see your full card details.
- **Auto-renewal:** your subscription renews automatically at the end of each period, and we charge the card on file, until you cancel.
- **Reminders:** for yearly plans, we'll email you before renewal.
- **Price changes:** we'll give you at least 30 days' notice by email of any price change. The new price applies from your next renewal, and you can cancel before then if you don't want to continue.
- **Failed payments:** if a payment fails, we'll let you know. If it isn't sorted within 14 days, we may pause access until it is.

5. Cancelling

Cancelling any time: you can cancel from your account settings or by emailing hello@examhero.ie. You keep access until the end of the period you've paid for. We don't refund part-periods, except as set out below or where the law requires.

14-day cooling-off period: if you're a consumer, you can cancel within 14 days of first subscribing and get a refund. At checkout you'll be asked whether you want access to start straight away. If you choose that and then cancel within 14 days, we'll refund what you paid minus a fair amount for the days you used.

To cancel within the cooling-off period, email hello@examhero.ie with "Cancellation" in the subject line. We'll refund you within 14 days, to the card you paid with.

Deleting your account: cancelling stops billing. Deleting your account also removes your data, as explained in the Privacy Policy.

6. About the AI tutor

ExamHero's tutor is an AI, not a person. It uses a Socratic approach: it asks questions and guides you to work things out yourself.

- **It can get things wrong.** AI can give answers that are incorrect, incomplete or out of date. Always check important points against your teacher, textbooks and official State Examinations Commission (SEC) materials.
- **It's a study aid, not a replacement** for your teacher, school or the official syllabus and marking schemes.
- **No guaranteed results.** We can't promise any particular grade or exam outcome.
- **Not for emergencies or professional advice.** The tutor isn't a counsellor and doesn't give medical, legal or mental health advice.

7. Using ExamHero fairly

Academic honesty. ExamHero is there to help you learn. Don't use it to produce work you submit as your own for Classroom-Based Assessments (CBAs), Leaving Cert coursework, homework that's graded, or any other assessment. Follow your school's and the SEC's rules on using AI.

You must not:

- share your account or let anyone else use it
- post anything abusive, threatening, hateful, sexual or illegal, or bully anyone
- try to trick, misuse or break the AI tutor, or get it to produce harmful content
- copy, scrape, resell or reverse-engineer the platform or its content
- upload viruses or anything that could damage the service
- share other people's personal information in your chats

Please don't share sensitive personal information about yourself in chats either. The Privacy Policy explains why.

8. Keeping students safe

If a student says something in a chat that suggests they, or someone else, may be at risk of harm, the tutor will share support details such as Childline (1800 66 66 66) and the 50808 text service. We may also contact the student's parent or guardian, or the appropriate authorities, where we believe it is necessary to protect someone.

In an emergency, call 112 or 999. ExamHero is not an emergency or crisis service.

9. Our content and yours

- **Ours:** the ExamHero platform, name, logo, design, study materials and software belong to ExamHero Limited or our licensors. You may use them for your own personal study only.

- **Yours:** you own what you write in your chats and notes. You give us permission to store and use it only to provide the service to you, as described in the Privacy Policy. We don't use your chats to train AI models.

10. Suspending or closing accounts

We may suspend or close an account if it breaks these terms, if we suspect fraud, or if we need to protect students or the service. Where it's reasonable, we'll warn you first and explain why.

If we close a paid account without good reason, or stop offering ExamHero altogether, we'll refund the unused part of your subscription.

We may need to pause the service briefly for maintenance or updates. We'll try to do this outside peak study times and give notice where we can.

11. Our responsibility to you

- We provide ExamHero with reasonable care and skill. If something goes wrong because of us, contact us and we'll work to put it right.
- We're not responsible for exam results, for decisions you make based on the tutor's suggestions, or for losses we couldn't reasonably have foreseen.
- Apart from the exceptions below, our total liability to you is limited to the amount you've paid us in the 12 months before the claim.
- **Nothing in these terms** limits our liability for death or personal injury caused by our negligence, or for fraud. Nothing affects your statutory rights as a consumer, including under the Consumer Rights Act 2022.

12. Changes, law and contact

Changes to these terms: we may update these terms from time to time. For important changes, we'll email account holders at least 30 days in advance. If you don't agree, you can cancel before the changes take effect.

Irish law: these terms are governed by the laws of Ireland, and the Irish courts deal with any disputes. If you live elsewhere in the EU, you keep any protections your local consumer law gives you.

Complaints and questions: email hello@examhero.ie. We aim to reply within 5 working days.