



Terms of Service

Version 1.2 | March 2026 | Honeycomb AI by Nectarwood Ltd

1. Introduction

These Terms of Service (“Terms”) govern the use of Honeycomb AI, provided by Nectarwood Ltd (company number 17112398), trading as Wild Schooling (“we”, “us”, “our”). By using Honeycomb AI, the school (“you”, “your”) agrees to these Terms.

2. Service description

Honeycomb AI is a staff-facing AI assistant that runs on a dedicated appliance within the school. It helps staff with professional tasks including drafting communications, policy work, teaching preparation, and SEND documentation. It is not designed for use by pupils.

3. Licence and access

We grant the school a non-exclusive, non-transferable licence to use Honeycomb AI for the duration of the subscription. Access is for school staff only. The licence covers unlimited staff use within the subscribing school.

4. Pricing and payment

Subscription fees are payable annually in advance. Current pricing is published at honeycombai.co.uk. Founding schools (first 10) receive a locked rate of £200/year. Hardware costs (if applicable) are a one-off payment. We will provide at least 90 days’ notice of any price increases.

5. Data ownership

The school retains full ownership of all data uploaded to or generated by Honeycomb AI. Nectarwood Ltd does not claim any ownership of school documents, conversations, memory, or any other school data. All school data is stored on the school’s own hardware.

6. AI outputs — drafting tool only

Honeycomb AI is a drafting and advisory tool. All outputs must be reviewed by a member of staff before use. Honeycomb AI does not make automated decisions with legal or significant effect on any individual. We do not guarantee the accuracy, completeness, or fitness for purpose of AI-generated content. The school is responsible for reviewing and approving all outputs before they are used, sent, or published.

7. Acceptable use

The school agrees not to:

- Deliberately upload safeguarding records, pupil personal data, or other excluded data categories
- Attempt to bypass the PII validator or other safety controls
- Use Honeycomb AI for any purpose other than legitimate school administration and professional work
- Share login credentials between staff members
- Modify the Honeycomb appliance hardware or software without authorisation from Nectarwood Ltd

8. Service availability

We aim for high availability but do not guarantee uninterrupted service. Honeycomb AI depends on the school's own hardware and network. For Honeycomb Lite, AI responses also depend on the availability of Google's Gemini API. We will provide reasonable notice of planned maintenance.

9. Limitation of liability

To the maximum extent permitted by law, Nectarwood Ltd's total liability under these Terms shall not exceed the total fees paid by the school in the 12 months preceding the claim. We shall not be liable for indirect, consequential, or incidental damages. Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

10. Force majeure

Neither party shall be liable for failure to perform obligations due to circumstances beyond its reasonable control, including but not limited to: changes to third-party AI model availability or pricing, natural disasters, government actions, or internet infrastructure failures.

11. Indemnification

The school agrees to indemnify Nectarwood Ltd against any claims arising from the school's deliberate misuse of the service, including but not limited to deliberately uploading prohibited data categories or bypassing safety controls.

12. Termination

Either party may terminate the subscription at the end of any annual period with 30 days' notice. On termination, the school retains all data on their Honeycomb appliance. Nectarwood Ltd will delete encrypted backups within 30 days of termination unless the school requests otherwise. We may terminate immediately if the school materially breaches these Terms.

13. Dispute resolution

In the event of a dispute, both parties agree to attempt resolution through good-faith discussion before pursuing formal proceedings. If unresolved within 30 days, either party may refer the matter to mediation. These Terms are governed by the laws of England and Wales.

14. Changes to these Terms

We may update these Terms from time to time. We will provide at least 30 days' notice of material changes. Continued use of Honeycomb AI after changes take effect constitutes acceptance.

15. Contact

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