Terms of Service

The agreement between Luna and the schools, families, and people who use it.

Last updated November 6, 2026. For district leaders, purchasing, and families.

The short version

- Schools use Luna for teaching and learning, and each school controls its students' records.
- Students and their schools own the work students write. Luna uses it only to provide the service.
- AI feedback helps students revise. It is not a grade of record, and teachers make the decisions.
- Family plans renew until cancelled. Cancel at any time; the plan runs to the end of the period paid for.

1. The agreement

These terms are an agreement between you and Luna about using Luna at lunalearn.io. By using Luna you accept them and our Privacy Policy. If you accept them for a school or district, you confirm that you may do so for it. Where a school or district has signed its own agreement with us, that agreement governs where it differs from these terms.

2. Who may use Luna

- **Students** use Luna through a school class or a parent's family account. Children under 13 may use Luna only with the consent of their school or parent.
- **Teachers and school staff** use Luna for the classes and students they are responsible for.
- **Parents** manage their family account and their children's accounts.

Keep your account information accurate and your password private, use only your own account, and tell us promptly if you think someone else has used it.

3. Schools and districts

A school that uses Luna decides who receives accounts and how Luna is used in its classes. It is responsible for giving parents any notices its policies and the law require, and for obtaining consent where required, including the school authorization COPPA allows for educational use.

Luna acts as a school official for the school's records. We use them only to provide Luna to the school, follow the school's instructions about them, and return or delete them when the school asks. We will review and sign a school's or state's student data privacy agreement.

4. Student work belongs to the student

Students, and their schools as the law provides, own what students write in Luna. You give Luna

permission to store, display, and process that work, including AI feedback, only to provide the service to you and your school. That permission ends when the work is deleted. A letter a student shares with the class can be read by that class.

5. Luna's courses and software

Luna's courses, readings, images, and software belong to Luna or to those who license them to us. While you have access, you may use them for teaching and learning, including sharing them within your class. Please do not copy, resell, or redistribute them outside that use, and do not try to reverse engineer the software.

6. AI feedback

Luna uses an AI model to read finished writing and point to the ideas in it. The feedback is formative: it helps students revise, it can be wrong, and it is not a grade of record. Teachers decide how students are assessed. Please tell us when feedback seems wrong so we can improve it.

7. Using Luna responsibly

Please do not:

- share an account, or use or view someone else's account or records without authority;
- post anything unlawful, hateful, threatening, or harassing, or anything that invades someone's privacy;
- probe, scan, or try to get around Luna's security, overload it, or collect its data automatically;
- use Luna in a way that breaks the law or your school's policies.

We may remove content or suspend an account that breaks these rules. For a school account, we tell the school.

8. Family plans and payment

Family plans are billed monthly or yearly through Stripe at the prices shown on our pricing page, and they renew automatically until cancelled. You can cancel at any time from the billing portal on your family page. The plan stays active until the end of the period you have paid for. If you believe you were charged in error, contact us. If we change a price, we tell you before it applies to your next renewal.

9. Changes and availability

We work to keep Luna available and improving, but we cannot promise it will always be uninterrupted or error-free. We may change or retire features. Before a change that materially reduces what a school uses, we give the school reasonable notice.

10. Ending use

You may stop using Luna at any time. Parents and school administrators can delete student accounts, as described in the Privacy Policy. When an account ends, its records are handled as the Privacy Policy

and any school agreement describe.

11. Disclaimers and limits

To the extent the law allows, Luna is provided “as is,” without warranties beyond those stated in these terms or a school’s agreement. To the extent the law allows, Luna is not liable for indirect or consequential losses, and its total liability is limited to the amount paid to Luna for the service in the twelve months before the claim. Nothing in these terms limits liability that the law does not allow to be limited.

12. Changes to these terms

When we change these terms, we post the new version here with a new date. For a material change, we notify schools and family account holders at least 30 days before it takes effect.

13. Contact

Email **team@lunalearn.io**.