

## TERMS & CONDITIONS FOR CLIENTS

Oxbridge Education International Limited ('Oxford Tutors', 'Cambridge Tutors', 'Oxford and Cambridge Tutors') is registered in England and Wales, Company No. 11614270 at Claremont House, 1 Market Street, Bicester, Oxfordshire, OX26 6AA.

Oxford and Cambridge Tutors acts as the agent on behalf of the tutor ('Tutor') and will introduce the Tutor to the client ('Client').

### *Fees and Payment*

- Tutorials are payable in arrears by card at an agreed hourly rate.
- When paying for the first tutorial, the Client's card details will be stored securely on the Stripe payments system. *For peace of mind, our Card Payment Guarantee is included on the next page.*
- When subsequent tutorials are marked 'complete' by the Tutor, the Client will immediately be notified by email, and the tutorial fee will be charged to the Client's stored card two days later.
- The Client is responsible for checking invoices to ensure that tutorials have been correctly logged, and for raising any issues promptly by emailing [accounts@cambridgetutors.com](mailto:accounts@cambridgetutors.com).
- The Client must not make direct payments to the Tutor at any time.

### *Cancellation policy*

- The Client and Tutor are responsible for notifying one another in advance of any necessary changes to the tuition timetable. Wherever possible an alternative date will be arranged.
- A 48-hour cancellation policy is in operation, whereby the Tutor may charge the Client in full if the Client cancels a tutorial within 48 hours of the scheduled start time.

### *Expenses*

- Any additional expenses such as textbooks, equipment or travel, should be agreed in advance.
- Additional expenses will be invoiced directly by Oxford and Cambridge Tutors. The Client must not make any payments to any Tutor at any time.

### *Non-solicitation*

- The Client must not make private arrangements for tuition with a Tutor introduced by Oxford and Cambridge Tutors. If this obligation is breached, the Client is liable to account to Oxford and Cambridge Tutors for all sums paid to the Tutor without deduction and Oxford and Cambridge Tutors shall be entitled to obtain an injunction against a Client to prevent further breaches. This obligation shall continue notwithstanding termination of this agreement.

### *Liability*

- Oxford and Cambridge Tutors provides a matching service. All Tutors are interviewed and references are checked. It is the Client's responsibility to ensure that adequate adult supervision is in place during tutorials.
- Oxford and Cambridge Tutors accepts no liability for any claims by the Client arising out of or related to tutoring by a Tutor introduced by Oxford and Cambridge Tutors.

### *Bursary Fund*

- Credit balances which remain unused for over a year will be transferred to the Bursary Fund, which aims to give deserving students access to specialised tuition services. An administration fee will be levied.

### *Personal Data*

- Clients have the right to request to see what data Oxford and Cambridge Tutors holds about them, by emailing [info@cambridgetutors.com](mailto:info@cambridgetutors.com). Oxford and Cambridge Tutors will aim to respond within 30 days of payment of an administration fee.
- Oxford and Cambridge Tutors will correct any inaccuracies in the Client's information at the Client's request.
- Oxford and Cambridge Tutors uses Client data to communicate with the Client, including information about tutorials, progress reports, invoicing and other marketing information about Oxford and Cambridge Tutors' services where relevant. The Client may opt out of this communication at any time; but this may affect the services Oxford and Cambridge Tutors can offer.
- Our GDPR Compliance Statement may be found at [cambridgetutors.com/gdpr.pdf](https://cambridgetutors.com/gdpr.pdf).

### *General*

- Oxford and Cambridge Tutors reserves the right to alter these Terms and Conditions.
- For any alterations or variations of these Terms and Conditions to be valid, they must first be approved by a Director of Oxford and Cambridge Tutors.
- Unless otherwise agreed in writing by a Director of Oxford and Cambridge Tutors, these Terms and Conditions shall prevail over any other Terms of Business or Conditions put forward by the Client.

### *Approval*

- Acceptance of Oxford and Cambridge Tutors' services will be taken to represent agreement to these Terms and Conditions.

# Our Card Payment Guarantee

Oxford and Cambridge Tutors



## What is the Oxford and Cambridge Tutors Card Payment Guarantee?

Our Card Payment Guarantee protects customers from payments taken in error. In the case of any incorrect payments, the payer is entitled to a full and immediate refund.

The Card Payment Guarantee protects customers in three ways:

1. **Notifications** — Customers are notified 3 days in advance of each card payment, giving time to review and query the payment if necessary.
2. **Refunds** — Customers are entitled to a full and immediate refund of any payment that has been taken in error.
3. **Card changes and cancellations** — Customers are entitled to change their payment card, or cancel card payments at any time.

Please note that our Terms and Conditions include a 48-hour tutorial cancellation policy. Paying by card is necessary because of legislation governing our industry, and is therefore part of our Terms and Conditions.

## How secure are my payment card details?

No payment card information is ever stored on our systems. TutorCruncher, our tutor management system, uses [Stripe](#), one of the most secure and reputable payment processors available. Stripe complies with the Payment Card Industry Data Security Standards (PCI DSS). Stripe has been audited by an independent PCI Qualified Security Assessor (QSA) and is certified as a PCI Level 1 Service Provider. This is the most stringent level of certification available in the payments industry. For more information, visit Stripe's security policy [here](#). Your payment card details are safe.

The protection granted by the Card Payment Guarantee makes card payment a particularly safe and appealing payment method for users.