

Oxbridge Education International Limited ('Oxford and Cambridge Tutors') is registered in England and Wales, Company No. 11614270 at Unit H, 2nd Floor Offices, 40 Murdock Road, Bicester, Oxfordshire, OX26 4PP.

Our University Admissions Services ('Packages') include Personal Statement Packages, Admissions Test Tuition Packages, Interview Tuition Packages, Mock Interview Packages and Bespoke Packages.

Oxford and Cambridge Tutors will introduce the tutor ('Tutor') to the client ('Client') and student ('Student').

Fees and Payment

- Packages are payable to Oxford and Cambridge Tutors at the advertised rate.
- The Package fee is made up of a non-refundable service fee, and a tutorial fee of £60 per hour.
For example, if 4-hour Package is advertised at £495, it would comprise a non-refundable service fee of £255 and a tutorial fee of $4 \times £60 = £240$, together totalling £495.
- Bookings will be confirmed upon receipt of the non-refundable service fee, as explained above.
- If paying by card, the Client's card details will be stored securely on the Stripe payments system. When a tutorial is logged as 'complete' by the Tutor, the Client will be notified by email, and the tutorial fee will be charged to the Client's stored card two days later. For peace of mind, our Card Payment *Guarantee is included on the next page.*
- Payment for Packages should be made at least one week prior to the desired start date, in order to allow enough time for tutor matching. Failure to pay by this time may result in the cancellation of the booking.

Tutorial Cancellations

- 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.

Package Cancellations and Refunds

- Package cancellations should be made in writing to info@oxfordtutors.com.
- The service fee (as explained above) is non-refundable. Any hours which have been used are chargeable at £60 per hour, but hours which have not been used are not chargeable, subject to the 48-hour cancellation policy explained above. For avoidance of doubt:
 - Cancellations made partway through a Package **where the full Package fee has been paid in advance** will receive a refund amounting to the number of full unused hours (rounded down, if applicable) multiplied by £60.
For example, if 2 hours remain unused in a 4-hour Package, the refund will be $2 \times £60 = £120$.
 - Cancellations made partway through a Package **where only the non-refundable Service fee has been paid in advance** will not receive a refund. All hours which have been used are chargeable at £60 per hour, but hours which have not been used are not chargeable, subject to the 48-hour cancellation policy explained above.
- By default, any credit arising from a full or partial refund will be held as credit towards future tutorials or other services. The Client may request funds to be returned to their bank account by emailing accounts@oxfordtutors.com. Please include sort code and account number, or for international refunds, IBAN and BIC. Account balance refunds will normally be issued within 14 days.

Expenses

- Any additional expenses such as textbooks, equipment or travel, should be agreed in advance with Oxford and Cambridge Tutors.
- 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. This obligation shall continue notwithstanding termination of this agreement.

Liability

- Oxford and Cambridge Tutors provides a matching service. We interview all our Tutors carefully and collect references, but they are not our employees. It is the Client's responsibility to ensure that adequate adult supervision is in place.
- 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@oxfordtutors.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 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 oxfordtutors.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.