

Terms and Conditions

Definitions:

1. The following expressions are given the following meanings:
 - a. *Booking* - tuition lessons that are scheduled
 - b. *Contract* - the agreement between the Tutor and the Tutee for the Tutor to teach the Tutee or the Tutee's nominee.
 - c. *Complaint*- a claim by a Tutee that the service provided by a Tutor falls below the standards of HQT
 - d. *Failed Payment* - an outstanding Lesson Fee for which the tutee has not given payment
 - e. *Independent Tutor* - a person that has appropriate qualifications and experience to provide tutoring lessons
 - f. *Lesson Fee* - the monthly fee of the tutoring
 - g. *Members* - Tutors and Tutees at HQT
 - h. *Tutee* - a person that contacts HQT with the intention of entering into a contractual relationship with a Tutor for the provision of tuition services by the Tutor to the tutee.

Tutor Requirements:

2. A Tutor warrants that -
 - a. They are of at least eighteen years of age.
 - b. Their profile and subject information provided to HQT is up to date, accurate and truthful.
 - c. A Tutor must be DBS checked and must provide any other relevant information.
 - d. A Tutor who contacts a Tutee who is under the age of 18 must ensure that the Tutee has consent from a parent or a guardian to teach the tutee.
 - e. A Tutor must uphold the standards held by HQT.

Tutee Requirements:

3. Tutees must take the following into consideration:
 - a. A Tutee who is under 18 years of age must have consent from a parent or a guardian to register and that parent or guardian must enter into any agreement with HQT for the Tutor to teach the tutee.
 - b. A Tutee must contact a Tutor through HQT. Any other means of communication is prohibited.
 - c. A Tutee must not request a tutor to complete coursework, essays, or other assignments for them.
 - d. A tutee must inform HQT in advance if they wish to cancel a lesson.

Online Payment

The online payment system provides an easy and secure method to enable you to make payments.

Currently, you can only make a **full** payment with a credit or debit card. Please read these terms and conditions carefully before using the online payment facility. Your use of the online payment facility on this website indicates your acceptance of the terms and conditions.

All payments are subject to the following terms and conditions.

1. Definitions

- **Student:** A person intending to enrol or currently attending the Tuition
- **Fees:** Monthly Fees payable by the Student.
- **Tuition:** HQT

2. Fees and Payment

2.1 It is the Student's responsibility to ensure that the Tuition Fees are paid in full for each session. Unless the Tuition Committee agrees otherwise in writing, the Fees should be paid within the first week of the month, whether directly by the Student, or on the Student's behalf by a third party (such as a parent, relative, or other sponsor).

2.2 The payment of any sums intended to be in respect of Fees by or on behalf of the Student does not in itself indicate the existence of a contract between the Tuition and the Student which contract shall only come into being when the Tuition has given notification of acceptance of the Student for the classes.

2.3 Any information displayed in this online payment facility in respect of the amount of Fees due from the Student applies to all students of the Tuition irrespective of the class the student is enrolled in.

2.4 All payments made through this Online Payment Facility must be made in Pounds Sterling. Any currency conversion costs or other charges incurred in making the payment or in processing a refund shall be borne by the Student or the third party making payment, and shall not be deductible from the Fees due to the Tuition

3. Refund Policy

3.1 If the Student leaves the Tuition before they complete their sessions, any entitlement to a refund of Fees will be as determined in the Fee Payment Conditions.

3.2 Such refund of Fees paid in respect of the sessions in which the Student leaves will normally be made within 14 days of the date when the Tuition considers the Student to have left the Tuition. For the avoidance of doubt, nothing in this Clause 3 shall require the Tuition to refund the Fees (or part thereof) unless Fees (or part thereof) have previously been paid.

3.3 In the event that any payment made via the Tuition's online payment system is to be refunded (either fully or in part) the Tuition will endeavour to make the refund to the card account or bank account from which the refundable payment was made. If, for reasons beyond the Tuition's control, refund cannot be made to the originating card/bank account, the refund will be made to the Student.

4. Security

4.1 All payment details which are entered through this payment gateway are encrypted to offer secure communications by encrypting all data to and from the site.

4.2 The Tuition shall not be liable for any failure by the user of this online payment system to properly protect data from being seen on their screen by other persons or otherwise obtained by such other persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

5. Cookies

Cookies are our means of keeping your data safe. They enable us to track you as an individual and to make sure that you are logged on correctly.

Cookies are pieces of information that we transfer to your computer's hard drive through your browser when you are viewing the site. We use cookies to enable our system to:

- Recognise your browser
- Provide features such as easier login and greater security
- Store information about you between visits.
- Cookies do not store your password, phone number or address details in text format.
- The toolbar "help" option in most browsers enables you to:
- Protect your browser from accepting new cookies
- Instruct the browser to notify you when you receive a new cookie
- Disable cookies altogether.

However if you turn your cookies off, then the e-payment service will not function properly.