

## TERMS & CONDITIONS FOR CLIENTS

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

### *Fees and Payment*

- Lessons are payable in advance to Oxford Tutors, at an hourly rate agreed by Oxford Tutors and the Client.
- The Client is responsible for checking invoices to ensure that lessons have been correctly logged.
- The Client must not make direct payments to the Tutor at any time.

### *Expenses*

- Any expenses (e.g. textbook or equipment purchases) must be agreed in advance between the Client and the Tutor.

### *Non-solicitation*

- The Client must not make private arrangements for tuition with a Tutor introduced by Oxford Tutors. If this obligation is breached, the Client is then liable to account to Oxford Tutors for all sums paid to the Tutor without deduction and Oxford 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 Tutors accept no liability for any claims by the Client arising out of or related to tutoring by a Tutor introduced by Oxford Tutors.

### *Cancellation policy*

- The Client and the 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.
- Oxford Tutors operates a 48-hour cancellation policy and reserves the right to charge the Client in full if a lesson is cancelled at short notice.
- Unless otherwise agreed in writing by a Director of Oxford Tutors, these Terms and Conditions shall prevail over any other Terms of Business or Conditions put forward by the Client.

### *Data Protection & Retention*

- All Client data is held securely within the Teachworks database. Teachworks is our Data Processor and is GDPR compliant.
- All Client data will be held until requested to be deleted by the Client or for 1 year after the last lesson taught by one of our Tutors.

### *Subject Access Request*

- All Clients have the right to request to see what data we hold. This can be requested by emailing [info@oxfordtutors.com](mailto:info@oxfordtutors.com). We will aim to respond within 30 days.

### *Use of Personal Data we hold*

- We will use the data we hold to communicate with the Client information about lessons, progress reports, invoicing and other marketing information about Oxford Tutors services where relevant. You may opt out of this communication at any time, but this may affect the services we can offer.

### *General*

- Oxford 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 Tutors.

### *Approval*

- Acceptance of our services will be taken to represent agreement to these Terms and Conditions.