

Terms & Conditions – Tutors Point Ltd

Effective Date: [Insert Date]

1. Overview

Tutors Point is modeled after UK platforms like MyTutor. We facilitate live, 1-to-1 tutoring via integrated video (e.g., ZEGOCLOUD). By using our site, you agree to these Terms.

2. Accounts & Verification

- **Students/Parents:** provide accurate details; minors need guardian oversight.
- **Tutors:** must verify identity/qualifications, pass DBS or equivalent (if tutoring minors), and agree to AI-monitoring and screenshot policies.

3. Booking, Payment & Pricing

- Book lessons through the platform.
- Flat rates: **£15/hr (junior) · £20/hr (GCSE) · £25/hr (A-Level)**.
- Payments via Stripe; must be received before lesson start.
- Tutors Point remits tutor payments after deducting any platform fees.

4. Cancellation & Refund Policy

- Full refund if cancelled before **24 hours** of the booked session.
- No refund within 24 hours unless tutor fails to attend — in which case you get a full refund.
- **First lesson satisfaction guarantee:** refundable if not satisfied.

5. Live Monitoring

- Sessions are **monitored in real time** by AI word detection.
- **Screenshots every 3 seconds** are captured and immediately discarded unless flagged for review.
- This is legal and consented to by all users when they join a session.

6. Recording & Materials

- Sessions may be recorded for progress tracking; recordings deleted in 7 days.
- Tutors retain IP on their original materials but grant students access for session purposes.

7. Conduct Rules

- Respect is mandatory.
- No sharing of private contact info.
- Misconduct or breach of policy may result in warning, suspension, or permanent ban.

8. Disclaimers & Liabilities

- Tutors Point is a facilitator, not liable for student performance.
- Maximum liability is limited to fees paid.
- No indirect, special, or consequential damages.

9. Safeguarding

- Tutors must undergo necessary background checks.
- Recordings and screenshots support safeguarding compliance.
- Report any safeguarding concerns to safeguarding@Tutors Point.co.uk.

10. Termination

We may terminate accounts for breaches, fraud, or policy violations with no refund.

11. Intellectual Property

- Site content: owned by Tutors Point.
- Tutor content: owned by tutor; licensed to students for educational use.

12. Governing Law

These Terms are governed by **England & Wales law**. Disputes go to courts there.

Tutor Agreement

This Agreement is made on [Date] between:

TutorsPoint Ltd, a company registered in England and Wales

(Company No: [Insert]) with its registered office at [Insert Address] ("the Company");

and

[Tutor Name], residing at [Tutor Address] ("the Tutor").

1. Engagement

1.1 The Company engages the Tutor as an **independent contractor** to provide online tutoring services via the TutorsPoint platform.

1.2 Nothing in this Agreement creates an employment relationship, partnership, or agency between the parties.

2. Services

2.1 The Tutor shall deliver 1-to-1 online tutoring sessions in [Subject(s)] at the times booked by students via the platform.

2.2 The Tutor agrees to:

- Prepare and deliver lessons professionally;
- Use only the platform-approved tools (e.g., ZEGOCLOUD video, whiteboard, monitoring systems);
- Refrain from sharing personal contact details (phone, email, social media) with students or parents;
- Maintain safeguarding standards at all times.

3. Safeguarding & Conduct

3.1 Tutors must maintain high ethical and professional standards.

3.2 Tutors working with under-18s must comply with safeguarding procedures.

- UK-based tutors: valid **DBS check** required.
- Overseas tutors: valid **Criminal Record Certificate / Police Clearance / Character Certificate** from the relevant authority.

3.3 Sessions are subject to **AI monitoring** (word scanning + automated screenshots every 3 seconds). By signing this Agreement, the Tutor consents to such monitoring.

4. Payment

4.1 TutorsPoint shall pay the Tutor a fixed hourly rate of **£[Rate] per hour** for each completed lesson.

4.2 Payments will be made monthly in arrears to the Tutor's nominated bank account (or payment service such as Wise/Payoneer).

4.3 Tutors are responsible for paying all applicable **taxes in their own country**.
TutorsPoint shall not deduct PAYE, NI, or similar contributions.

5. Cancellations & Refunds

5.1 If a student cancels ≥ 24 hours in advance, no payment is made for that lesson.

5.2 If a student cancels within 24 hours, payment is due unless TutorsPoint issues a discretionary refund.

5.3 If the Tutor cancels or fails to attend, no payment is due and repeated failures may lead to termination.

6. Lesson Recording & Data

6.1 At present, TutorsPoint does **not record lessons**. If lesson recording is introduced in future, recordings will be retained for max **30 days** and then automatically deleted, unless flagged for safeguarding.

6.2 Tutors consent to the processing of their personal data under TutorsPoint's **Privacy Policy**.

7. Confidentiality

7.1 The Tutor agrees not to disclose any confidential information relating to TutorsPoint, students, or parents.

7.2 Confidentiality obligations continue after termination of this Agreement.

8. Intellectual Property

8.1 Lesson plans, teaching materials, and resources created by the Tutor remain the Tutor's property.

8.2 The Tutor grants the student a limited, non-transferable license to use such materials for personal study only.

9. Term & Termination

- 9.1 This Agreement begins on [Date] and continues until terminated.
- 9.2 Either party may terminate with **14 days' written notice**.
- 9.3 TutorsPoint may terminate immediately in cases of misconduct, safeguarding concerns, or breach of this Agreement.

10. Liability

- 10.1 The Tutor shall perform services to a professional standard but does not guarantee exam outcomes.
- 10.2 TutorsPoint's liability is limited to amounts paid for lessons.

11. Governing Law

- 11.1 This Agreement is governed by the laws of **England and Wales**.
- 11.2 Disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Managing Director

Tutorspoint.co.uk

Safeguarding Policy – TutorsPoint Ltd

Effective Date: Date of email received

TutorsPoint Ltd is committed to ensuring the safety and welfare of children and young people using our services. Safeguarding is central to our mission.

1. Tutor Vetting

- **UK Tutors:** must hold a valid **DBS certificate**.
- **Overseas Tutors:** must provide a **Criminal Record Certificate / Police Clearance / Character Certificate** issued by the relevant national authority.
- Verification is compulsory before onboarding.

2. Live Session Monitoring

- All lessons are conducted via **ZEGOCLOUD** with built-in AI safeguards.
- **Real-time word scanning** flags inappropriate or unsafe language.
- **Automated screenshots every 3 seconds** are reviewed by AI for safeguarding breaches. If no issue is detected, screenshots are immediately deleted.

3. Lesson Recording

- **Currently not in place** due to cost constraints.
- If recording is introduced in future: retention = **30 days**, then auto-deletion.

4. Parental Consent & Responsibility

- Students under 18 require parental consent.
- Parents are encouraged to supervise younger learners during online lessons.

5. Reporting Concerns

Concerns must be reported to:

 safeguarding@tutorspoint.co.uk

TutorsPoint will escalate safeguarding concerns to UK or international authorities where necessary.

6. Zero Tolerance

TutorsPoint has a **zero-tolerance policy** for abuse, exploitation, or harassment. Breaches will result in immediate termination and possible referral to authorities.

Refund & Cancellation Policy – TutorsPoint Ltd

Effective Date: Date of email received

At TutorsPoint, fairness and transparency are fundamental.

1. Student Cancellations

- **≥24 hours notice** → full refund.
- **<24 hours notice** → no refund, unless exceptional circumstances.

2. Tutor Cancellations

- If a tutor cancels, students will receive a **full refund** or free rescheduling.

3. First Lesson Guarantee

- If you are unsatisfied with your **first paid lesson**, you are entitled to a full refund.

4. Technical Issues

- If a session fails due to **TutorsPoint's systems**, a refund or reschedule will be offered.
- No refunds for issues caused by student internet/device problems.

5. Refund Process

- Refunds are processed via **Stripe** or **Apple Pay** (depending on original payment method).
- Processing time: typically **5–10 working days**.

Cookie Policy – TutorsPoint Ltd

Effective Date: Date of email received

TutorsPoint uses cookies to provide the best possible experience.

1. What Are Cookies?

Cookies are small files stored on your device to help our website function effectively.

2. Types of Cookies We Use

- **Strictly Necessary Cookies** – essential for logins, bookings, and payments.
- **Performance Cookies** – to measure and improve website functionality.
- **Functional Cookies** – to remember user preferences.

- **Analytics Cookies** – anonymised tracking of user behaviour.
- **Marketing Cookies** – only used with explicit consent.

3. Managing Cookies

- Manage via our **cookie banner** or your browser settings.
- Disabling cookies may reduce functionality of the platform.

Legal Pack Setup for Your Website

☞ In your **footer**, you should have a **Legal section** like this (mirroring MyTutor):

- Terms & Conditions
- Privacy Policy
- Safeguarding Policy
- Refund & Cancellation Policy
- Cookie Policy

This separation makes it clear, parent-friendly, and ICO-compliant.