

**Amount Payable**

The amount payable varies depending on the country in which the student is based and the packages involved.

Payment

We ask for payment in full and in advance by bank transfer or online through credit card or via PayPal.

Session Duration

Each session will be of 60 minutes duration.

Renewal

Each package is renewable at the prevailing rate, unless you opt for a rate guarantee.

Rate Guarantee

If you choose this option, any future upward price revisions will not apply to you for a maximum period of 12 months. In order to avail of this guarantee, you should set up a standing order in our favour for 12 consecutive months. We will automatically renew your package at the current rate for the next 12 months. If you're on a package which lasts less than 30 days, you must renew your package continuously to be eligible for this guarantee.

Refund

Customer satisfaction is our number one priority and we will do everything possible to make sure you are more than satisfied with our service.

If, for any reason, you are unhappy with our service, you may be entitled to a full refund within 14 days of purchase, subject to the proviso that within this period no session has been booked, cancelled or taken.

Refunds will be made through credit/debit cards, bank transfers, or by cheque.

System Compatibility

To receive lessons, students are expected to have access to a computer in working order with an internet connection, firewall protection/disablement (as the case may be) and audio/video compatibility. GQL accepts no responsibility for the provision, upkeep or maintenance of clients' computers and/or their internet connectivity. While GQL may assist the student with occasional troubleshooting, they cannot be held responsible for the non-performance of sessions due to systemic failures at the student's end.

Subject Choice

The student is at liberty to choose single or multiple subjects, available within the price band, at the beginning or during the course of the package. The student is

also permitted to switch from one subject to another with a minimum of 24 hours' prior notice, subject to tutor availability, and price-band permitting.

This clause, however, does not apply to subjects including Communicative English, Business English, IELTS, TOEFL, ESOL, Malayalam and Hindi. It's the student's responsibility to check price-band suitability with GQL before opting for a change of subject.

Subjects Taught

Our subject list includes: Maths: Core Maths, Further Maths; Science: Double Science, Triple Science; Physics; Chemistry; Biology; English; French; German; Spanish; IELTS/TOEFL; ESOL; Communicative English; Business English, Malayalam and Hindi. New subjects may be added if we feel that there is a sufficient demand.

Student Profile

Some subjects are age restricted – please check this with us in advance if you have a query. English, Maths, Core Maths, Further Maths (Additional Maths), Science, Double Science, Triple Science, Physics, Chemistry, Biology, French, German and Spanish are all offered to children from primary to higher secondary school age.

There are no age restrictions on: IELTS/TOEFL, ESOL, Business English, Communicative English, French, German, Spanish, Malayalam and Hindi.

Parental Involvement

A parent or guardian may, at their discretion and with prior approval from a tutor, observe the class to monitor a student's performance, and subject to the condition that the student is less than sixteen years of age. While parents are not permitted to intervene during the session, they are invited to raise their concerns at the beginning or end of a session, or if their permission is sought by a tutor.

Assessment

Periodic student assessments may be carried out if requested by the student or parent (if the student is under sixteen).

Data Protection

Information about a student and or his/her progress would only be made available to the concerned student and their parents or guardian, whose details are given to GQL at the time of enrolment.

Session Recording

Session recordings are available, by prior written request only, and this request should be made at least one working day prior to the session.

Free Sessions



Should a scheduled session not take place due to technical issues at the GQL end, such as hardware, band-width or internet connectivity problems, GQL shall re-arrange the session, free of charge, and at a mutually convenient time.

Session Cancellation

Should a student and/or parent/guardian wish to cancel or re-arrange a pre-arranged session, at least 24 hours notice must be given, or the cost of a session may be deducted from your package at the discretion of GQL.

Working days shall be construed as Monday to Friday 9am to 5pm, excluding any bank or national holidays, and according to the time zone applicable for the student.

Disclaimer

As every student learns at their own pace and at their own ability, GQL makes no claim that by availing of our service, students will learn at a rate beyond their innate abilities, though every effort shall be made by GQL to complement students' individual learning styles.

Same Tutor Option

Students choosing this option are expected to make reasonable adjustments to accommodate their tutor's diary.

Terms and Conditions

The use of our websites by the customer shall mean that he/she agrees to the following terms and conditions:

Changes to Terms of Use

GQL reserves their absolute right, with or without notice to you, to change these Terms and Conditions from time to time in our sole and absolute discretion. Your use of these Websites or continued use of our service after changes are made means that you agree to be bound by such changes.

Privacy

Any information submitted on these Websites is subject to our Privacy Policy, the terms of which are set out separately in these Websites. It is our customers' individual responsibility to keep abreast of our privacy policy or changes therein.

Registration

To be eligible for our Services, you will need to register on the site, pay the applicable fees, and obtain an account, and password. You are solely responsible for maintaining the confidentiality of your account(s), and password(s) and for all activities and liabilities associated with or occurring under your account(s), and password(s). You agree to (a) provide true, accurate, current and complete information about yourself as prompted by the Service's registration form (such



information being "Your Data"), (b) maintain and promptly update Your Data to keep it true, accurate, current and complete. You agree not to use the site, the Services or the Company Content to recruit, solicit, or contact in any form Tutors or potential Consumers for employment or contracting for a business not affiliated with us without our advance written permission.

Scheduling

You may schedule up to ten sessions in advance at a time. After booking these sessions, the next sessions can be scheduled only after completing at least five previously-booked sessions. We reserve the right to change this clause at any time.

Hours of availability

GQL provides a 24 x 7 tutoring service through wifitutors.com. Tutors are available around the clock, though customers might not always get a tutoring session from the same tutor when requested to the unavailability of nominated tutors for their subject at a specified time, or due to technological problems beyond our immediate control.

Technology

Any program accessible from www.wifitutors.com and/or www.wifitutor.com or any software available for download from www.wifitutors.com and/or www.wifitutor.com is owned by GQL or their third party provider, and all copyright rights therein are reserved. You agree that you will not download, copy or install such software unless you first agree to the terms and conditions of any license agreement that accompanies, is included with, or in any way applies to the software. GQL uses proprietary, licensed third-party technologies and free technology products. While we make all attempts to ensure stability and availability of technologies, we cannot guarantee their free or commercial availability. You are solely responsible for all service, telephony and/or other fees and costs associated with your access to and use of the Services and for obtaining and maintaining all telephone, computer hardware and other equipment required for such access and use.

Identity Protection

www.wifitutors.com and www.wifitutor.com use IP addresses (random numbers assigned to individual computers) to help administer our Web site and anonymously track content preferences and traffic patterns.

Limitations on Use

In order to subscribe to our services you must have attained the legally permitted age in your country of residence. If you are under this prescribed age you may be allowed to utilise the service only with the involvement of a parent or legal guardian. Unless otherwise specified, the content on our Websites is for your personal and non-commercial use and we grant you a limited license to access these WebSites for that purpose only. You may not download (other than through

page caching necessary for personal use), modify, copy, distribute, transmit, display, perform, reproduce, duplicate, publish, license, create derivative works from, or offer for sale any information contained on, or obtained from, these WebSites without our express written consent.

Fair Usage Policy

Under the tutoring contract, GQL offers scheduled and instant sessions for a single student. *Unlimited* sessions are subject to a maximum limit of one session, extending to sixty minutes, every day. Every student must have his or her own tutoring subscription, and must not overbook sessions and not attend them, if overbooking happens inadvertently. Subscription abuse includes the usage of one account by multiple students, booking sessions and not showing up for them, and using more than one session every day. These shall constitute a violation of the terms of service and GQL reserves the right to cancel a customer account or limit usage if there is suspected account abuse. If your account is suspended or limited please contact customer service for an account reinstatement. Cancelled or limited accounts are not entitled to any refunds for used or unused subscription services. It will be incumbent upon the subscriber to keep their account details confidential and private and cancel sessions they can't attend within the prescribed time limit to allow booked tutors to be available to help other students.

Termination

GQL, in its sole discretion, may terminate or temporarily suspend your access to all or any part of www.wifitutors.com and/or www.wifitutor.com, without notice, for conduct that GQL believes is a violation of this Agreement (or any policies or guidelines posted by www.wifitutors.com) or for other conduct which GQL, in its sole discretion, believes is harmful to other users. GQL may discontinue operating www.wifitutors.com and/or www.wifitutor.com and terminate this Agreement without notice at any time for any reason in its sole discretion.

Links

The security of the information you provide to www.wifitutors.com is important to us. We use encryption software and other security measures to protect the loss, misuse, and alteration of sensitive information under our control. However, www.wifitutors.com may include banner links to other sites from our sponsors, and when you choose to visit those sites, we are not responsible for their privacy policies or actions, and you should review the privacy policies of these parties when supplying personally identifiable information to them.

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www.wifibiology.com, please notify us of your concerns in writing.

Privacy Policy

We are concerned about your right to privacy while accessing and using www.wifitutors.com and www.wifitutor.com. Please take the opportunity to review our following Privacy Policy.

IP Addresses and Cookies

www.wifitutors.com and www.wifitutor.com use IP addresses (random numbers assigned to individual computers) to help administer our Web site and anonymously track content preferences and traffic patterns.

Pricing

GQL reserves the right to change prices without advance notice and to offer occasional promotions to certain group of customers, thereby excluding other customers. Prices will not rise during the current month of a subscription or during the duration of a test preparation package but can change for subsequent months or preparation packages.

Web Site Content

We distribute subject content, and other animations, and we reserve the right to display and promote the content or other information on our Websites to you in any manner we choose in our sole and absolute discretion. In addition, GQL allows you and other third parties to post comments, give feedback concerning our services, tutors, and subject content. Any opinions, advice, statements, services, offers, or other information that constitutes part of the content expressed or made available by third parties on our Websites are those of the respective authors or producers and not of GQL, or its shareholders, directors, officers, or employees. Under no circumstances shall GQL or its shareholders, directors, officers, directors, or employees be held liable for any loss or damage caused by your reliance on information obtained through our Websites. It is your responsibility to evaluate the information, opinion, advice, or other content available through our Websites.

Usage of Information Submitted

GQL reserves its right to use any comments, information, ideas, concepts, reviews, or techniques or any other material contained in any communication you may send to GQL and/ or associated companies, including, and without limitation, responses to questionnaires or through postings to the GQL Websites without further compensation, acknowledgement or payment to you for any purpose whatsoever including, but not limited to, developing, manufacturing and marketing products and creating, modifying or improving the GQL Website or other Websites.



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Service Testing

From time to time, we test various aspects of our service, including service levels, plans, promotions and pricing, and we reserve the right to include you in, or exclude you from, these tests without notice.

Electronic Communications

By using our service, you consent to receive electronic communications from GQL and or its affiliated organisations. These communications will include notices about your account (e.g., shipping and receiving e-mails and other transactional information) and information concerning or related to our service, such as featured content or other announcements, or offerings. These communications are part of your relationship with GQL and you receive them as part of your subscription account with us. You agree that any notice, agreements, disclosure or other communications that we send to you electronically will satisfy any legal communication requirements, including those that stipulate that such communications be in writing.

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Free Demonstration/Free Trial

We encourage the use of our service through free trials and free demonstrations. Free trials or free demonstrations are only available to first time customers of the GQL service and cannot be combined with any other offer. Only one free trial may be redeemed per student. You must have internet access to use the free trial offer. Upon registering for your free trial, a GQL tutor or a customer service representative will try to help you with your queries. At the end of the free trial period, whenever applicable, the customer may be automatically enrolled in the monthly subscription, unless the customer has notified GQL that he/she intends to cancel prior to the end of the free trial period.

First Month Trial Offer

We may encourage the use of our service through a first month trial offer at a discounted price. This price is only available to first time customers of the GQL service and cannot be used by existing customers or by customers who have used the service in the past.

Modifications to the Service

We may add, change or eliminate features, pricing, nomenclature and other aspects of our services and make other changes at any time, and these Terms will continue to apply to the Services as modified. We reserve the right at any time and from time to time to modify or discontinue, temporarily or permanently, the site or the Services, or any part thereof, with or without any notice. You are agreeable that we will not be liable to you or to any third party for any such modification, suspension, or discontinuation of the site or the Services in part or in full.

Indemnification

As a user of this Website, you hereby agree to, at your own expense, indemnify, defend and hold GQL harmless from and against any loss, cost, damages, liability or expenses arising out of or relating to (a) a third party claim, action or allegation of infringement based on information, data, files or other content submitted by a user (b) any fraud, manipulation, or other breach of these Terms and Conditions by a user or users, or (c) any third party claim, action or allegations brought against GQL or a related company arising out of or related to the use of www.wifitutors.com or www.wifitutor.com. GQL will have the right to participate in its defence and hire counsel of its choosing, at the user's expense. As a user you agree not to settle any action or claim on GQL's behalf without the written prior consent of GQL.

General

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Validity

We offer a range of packages which are valid for 30, 60, 90 or 180 days depending on the specific package bought. Each package is valid from the date the first session is taken, and expires on the specified date or earlier if all sessions are used prior to the expiry date. Each buyer expressly agrees to use the package within its specified timeframe, and that any unused sessions will lapse when this period expires.

By clicking Buy Now, you accept that you have attained the legal age to make such purchases in your country and that you agree to our * The quoted Prices for the Middle East cover only the CBSE, ISC, ICSE and IGCSE curricula.

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