

Terms of Service - Regular Course

Updated August 2024

This Terms of Service is the legally binding agreement between the legal guardian of a student and OxBridge Centre (UK) Ltd for the Regular Course service we provide. If the legal guardian does not agree or adhere to these terms, his or her child cannot be enrolled or remain enrolled on any course at the Centre. OxBridge Centre (UK) Ltd. reserves the right to change these terms of service at any time. For any amendments to these terms of service, the legal guardian will be notified.

A. Definitions

1. OxBridge Centre is herein referred to as *the Centre, we or us*.
2. *Students* are the children who are enrolled in courses at the Centre, and they are subject to these terms of service.
3. *Parents* are the person or persons who are legal guardians for students and responsible for making payments of the services that students receive. Parents are subject to these terms of service.
4. *Services* are what the Centre offers to students and parents in the regular course of enrolment, including but not limited to:
 - a. Educational Advice
 - b. Weekly Group Tuition (Online and Face-to-Face)
 - c. Provision of Learning Resources
5. There are 45 *weeks* in an OxBridge Centre academic year, starting with week 1 in August/September, and ending with week 45 in July. One *week* would typically start on Monday and finish on Saturday, with the exception of some public holidays as outlined in the [annual plan](#).
6. *Regular Course* refers to the services provided over the 45 week curriculum, as set out in our [annual plan](#).

B. Enrolment

1. In order to enrol, parents will be required to register their details and the details of each student to be enrolled.
2. It is the responsibility of the parents to inform the Centre of any changes to the personal data that the Centre holds, including but not limited to:
 - a. Current address
 - b. Emergency Contact Numbers
 - c. Email Address
3. Students may take an assessment test prior to starting lessons at the Centre.
4. Assessment results may be used, at the Centre's discretion, to:
 - a. Determine the eligibility of a child enrolling on a particular course.
 - b. Inform a proposed tutor of the child's academic achievement.
 - c. Place the child in a particular class.
5. By default, on enrolment, you will be expected to attend all weekly classes until the end of the academic year, unless notice is given according to notice periods (section G) or the class is closed by the Centre.

C. Classes

1. All classes will be conducted in group settings.
2. All classes are one hour in duration, with the exception of Verbal and Non-Verbal Reasoning which is a 2 hour session.
3. The Centre has full discretion on allocating tutors to classes.
 - a. In the event that a tutor is unable to attend a class for any reason, the Centre will attempt to find a replacement teacher for the relevant class, without notice.
4. Classes will be held once a week per course during an academic year, according to the [annual plan](#).
5. The location of courses enrolled on is fixed, subject to classroom and tutor availability.
6. The Centre reserves the right to alter, cancel, close or combine classes where necessary.
 - a. If a class is cancelled, we will strive to arrange a replacement class, where possible.
 - b. If a class is cancelled prior to its allocated class time, and a replacement class can not be arranged, the Centre will offer a full refund for the cancelled class.
 - c. If a class is cancelled during its allocated class time, and a replacement class can not be arranged, the Centre may offer a partial refund, at the Centre's discretion.

D. Homework

1. All homework should be completed and returned by the start of the following lesson.
2. Homework submission extensions may only be granted upon approval by the Centre:
 - a. If agreed before the deadline.
 - b. At the Centre's discretion.
3. Where a homework submission extension has not been granted, late submissions will not be marked.

E. Workbooks & Mark Schemes

1. The Centre reserves the rights to all workbooks and mark schemes provided.
2. Re-publication, reproduction, redistribution, non-personal study or commercial use of the content of the Centre is strictly prohibited without the prior written consent of OxBridge Centre.
3. Physical workbooks will only be issued once.
4. Digital workbooks will be released via the portal, and will be available only for the duration of that 'week'.
5. Mark Schemes for each course will be released via the online portal, a 'week' in arrears, and remain available until the ninth Saturday after release.
 - a. Mark Schemes are not available in any other format.
 - b. The mark schemes will not be available after this period.
 - c. It is the parents' responsibility to ensure the mark schemes are accessed within this timeframe.

F. Invoicing

1. Deposit

- a. A deposit of £60 must be paid for each enrolling student. This deposit will be held by the Centre for the duration of their enrolment.
- b. Students will not be enrolled onto a course until the deposit has been paid.
- c. The Centre will hold one deposit per student.
- d. The deposit is refundable in full by means of a bank transfer or deduction at the time of the final invoice, subject to notice periods being met (clause G.8).

2. Tuition Fees

- a. Tuition fees are charged per class.
- b. All tuition fees will be invoiced monthly, in advance, for all classes that are expected to take place in the invoiced calendar month.
- c. Monthly invoices for tuition fees will be released on the 1st of every calendar month during the academic year, unless this day falls on a weekend or Bank Holiday.
 - i. In cases where the 1st falls on a weekend or Bank Holiday, the Monthly invoice will be released on the next working day.
- d. Invoices will be accessible on the Online Portal.
- e. A notification email will be sent to your registered email address once released.
 - i. It is the responsibility of the parent to check for the invoice every month, and to ensure payment is made.
- f. New or returning students are required to clear their invoice and/or any overdue amounts in full prior to their initial class(es).

3. Discounts

- a. Discounts are offered at the Centre's discretion and are subject to change at any time.
- b. Discount periods are set by the Centre.
- c. Discounts do not stack; the highest discount value will be applied.

4. Payment

- a. Payment for regular course invoices are due within 7 days of their issue date.
- b. We only accept payments by bank transfer. The BACS details are available on your invoice.
- c. It can take two to three working days for bank transfers to be cleared.

5. Non-payment

- a. In the event that payment is overdue, we will contact you with up to two payment reminders, followed by a final reminder.
- b. Failure to settle the invoice or to come to an agreement with the Centre by the deadline set in the final reminder will result in the student being removed from all classes to prevent further accrual of overdue balances.
 - i. In this instance, the Centre will also retain the student deposit, which must be paid again prior to re-enrollment.
- c. Once removed, reallocation to the original classes cannot be guaranteed.

G. Notice Periods

1. Parents must provide the Centre with 4 weeks' (28 days') full written notice of any anticipated changes to their attendance, in order to avoid being charged tuition fees.
2. Notice must be provided via email to admin@oxbridgeuk.com.
3. Notice is considered effective when acknowledged by the Centre in writing.
4. The notice will take effect from the date that the notice is given.
5. When providing notice, parents must specify the date of absence and the classes the notice is referring to.
6. **Absence**
 - a. Students will only be refunded for absences where full written notice is provided, except in the case of illness referenced in clause G.7.a.
 - b. In the event that a student is absent without full written notice, the class will be charged on the invoice.
 - c. The Centre may still be able to provide a temporary lesson on another day that week, subject to availability.
 - i. Temporary classes can only be arranged in the week prior to the absence.
 - d. Students will be provided with lesson materials if they are absent without notice and a temporary lesson cannot be arranged.
 - e. Where notice is given for an extended absence of three or more weeks, we are not able to guarantee allocation to the same class on return.
7. **Illness**
 - a. In the event that a student is absent without the 4 weeks' (28 days') written notice due to illness, the Centre will, at its full discretion, refund or waive Tuition Fees if evidence of illness is provided.
8. **Leaving Oxbridge**
 - a. Parents are required to provide full written notice, by email, of the desired last lesson for the student, in line with clause G.1.
 - b. If notice has been provided, the deposit is refundable in full by means of a bank transfer or deduction at the time of the final invoice.
 - i. For deposit or fee refunds to be made, the parent must provide the Centre with bank details for the receiving account.
 - c. In the event that the parent requests to leave the Centre without providing notice, the Centre will retain the deposit (clause F.1.d).

H. Student drop-off and pickup

1. Students attending Face-to-Face classes will be kept inside the premises after classes for pickup.
2. It is the Centre's responsibility to supervise the student until the parent arrives.
3. Parents must inform the Centre of any collection arrangements prior to drop-off.
4. The Centre will not allow students to leave the premises without their parents, unless otherwise agreed in writing via email.
5. It is the parent's responsibility to be punctual on drop-off and pickup.
6. Parents are entirely responsible for the safety of their children outside of our premises upon drop-off and pickup.
7. Parents must abide by parking regulations in the area of the Centre and ensure no disruption is caused to the neighbouring residents and businesses.
 - a. The Centre reserves the right to refuse service to any customers who cause nuisance to neighbouring residents and businesses.

I. Student Behaviour Management

1. Where a student's behaviour disrupts learning in a class, up to three verbal warnings will be given to the student.
2. If the problem persists, the parent will be informed verbally at pick up, and a formal warning will be sent to the parent by email.
3. If the problem persists after parental notification, Oxbridge reserves the right to revoke enrollment at the Centre, and permanently remove the student from the class..
4. The Centre reserves the right to reject re-enrollment of previously removed students.

J. Safer Learning Environment

1. The Centre's default position is that its staff, tutors, customers, students and neighbouring residents, businesses and community should always be treated courteously and with respect for

the work they are doing. They should not be subject to abusive behaviour in any form, which includes, but not limited to:

- a. Rude, disrespectful and offensive behaviour, including derogatory remarks and disruptive acts amounting to verbal and emotional abuse;
 - b. Sexually inappropriate comments and behaviour;
 - c. Racist and discriminatory abuse;
 - d. Threats of physical violence; and
 - e. Aggressive and/or violent behaviour.
2. The Centre will not tolerate abuse in any shape or form and will investigate all reported or observed incidents of staff, tutors, customers, students or our wider community being subject to disrespectful behaviour or abuse, which may result in enrollment being revoked for customers found to be abusive.

K. GDPR

1. Any personal information we hold is processed in accordance with the GDPR and our [Privacy Notice](#).
2. The Privacy Notice contains the full list of uses for personal data, which include but are not limited to:
 - a. Helping us to identify students and keep records on progress and attendance.
 - b. Allowing us to correctly send announcements regarding important dates and events at the Centre.
 - c. Allowing us to despatch learning materials.
 - d. Allowing us to contact parents in emergencies.
 - e. Allowing us to contact parents where there are any alterations to the scheduled class times.
3. In order to achieve the points outlined under clause K.2, we may provide your details to third party companies.
 - a. Your details will never be shared with third parties for marketing purposes.