

## Regular Course Terms of Service

Updated 17th August 2021

Terms of service is the legally binding agreement between the legal guardian of a student and OxBridge Centre (UK) Ltd. 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.

### 1. Definitions

- 1.1. OxBridge Centre is herein referred to as *the Centre, we or us*.
- 1.2. *Students* are the children who are enrolled in courses at the Centre, and they are subject to these terms and conditions.
- 1.3. *Parents* are the 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.
- 1.4. *Services* are what the centre offers to students and parents in the course of enrolment, including but not limited to:
  - 1.4.1. Educational Advice
  - 1.4.2. Weekly Group Tuition (Online and Face-to-Face)
  - 1.4.3. Provision of Learning Resources
- 1.5. A *Week* is defined as the number assigned to the workbook set on a specific day. There are typically 45 *weeks* in an OxBridge Centre academic year, starting with Week 1 in August/September, and ending in July. One *week* would usually start on Monday and finish on Saturday, with the exception of some public holidays outlined in the [annual plan](#).

### 2. Enrolment

- 2.1. In order to enrol, parents will be required to register their details and the details of each student to be enrolled.
- 2.2. 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:
  - 2.2.1. Current address
  - 2.2.2. Emergency Contact Numbers
  - 2.2.3. Email Address
- 2.3. Students may take an assessment test prior to starting lessons at the Centre.
  - 2.3.1. Assessment results may be used, at the Centre's discretion, to:
    - 2.3.1.1. Determine the eligibility of a child enrolling on a particular course.
    - 2.3.1.2. Inform a proposed tutor of the child's academic achievement.
    - 2.3.1.3. Place the child in a particular class.
- 2.4. 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 (clause 7) or the class is closed by the centre.

### 3. Classes

- 3.1. All classes will be conducted in group settings.
- 3.2. All classes are one hour in duration, with the exception of Verbal and Non-Verbal Reasoning which is a 2 hour session.
- 3.3. There is a maximum capacity on student numbers in any single class.
  - 3.3.1. Year 1, 2 and 3; maximum 6 per class;
  - 3.3.2. Year 4, 5 and 6; maximum 7 per class;
  - 3.3.3. Year 7 and above; maximum 8 per class;
- 3.4. The Centre has full discretion on allocating tutors to classes.

- 3.4.1. 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.
- 3.5. Classes will be held once a week per course during an academic year, according to the [annual plan](#).
- 3.6. The location of courses enrolled on is fixed, subject to classroom and tutor availability.
- 3.7. The Centre reserves the right to alter, cancel, close or combine classes where necessary.
  - 3.7.1. If a class is cancelled, we will strive to arrange a replacement class, where possible.
  - 3.7.2. If a class is cancelled and a replacement class is not arranged, the centre will offer a full refund for the cancelled class.

#### **4. Homework**

- 4.1. All homework received should be completed and returned by the following lesson.
- 4.2. Homework submission extensions may be granted upon approval by the Centre.
- 4.3. Where a homework submission extension has not been granted, late submissions will not be marked.

#### **5. Workbooks & Mark Schemes**

- 5.1. The Centre reserves the rights to all workbooks and mark schemes provided.
- 5.2. 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.
- 5.3. Physical workbooks will only be issued once.
- 5.4. Digital workbooks will be released via the portal, and will be available only for the duration of that 'week'.
- 5.5. Mark Schemes for each course will be released via the online portal, a 'week' in arrears, and remain available until the third Saturday after release.
  - 5.5.1. Mark Schemes are not available in any other format.
  - 5.5.2. The mark schemes will not be available after this period.
  - 5.5.3. It is the parents' responsibility to ensure the mark schemes are accessed within this timeframe.

#### **6. Invoicing**

##### **6.1. Deposit**

- 6.1.1. A deposit of £60 must be paid for each enrolled student. This deposit will be held by the Centre for the duration of their enrolment.
- 6.1.2. Students will not be enrolled onto a course until the deposit has been paid.
- 6.1.3. The Centre will hold one deposit per student.
- 6.1.4. 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 7).

##### **6.2. Tuition Fees**

- 6.2.1. Tuition fees are charged per class.
- 6.2.2. All tuition fees will be invoiced monthly.
- 6.2.3. 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.
  - 6.2.3.1. In cases where the 1st falls on a weekend or Bank Holiday, the Monthly invoice will be released on the next working day.
- 6.2.4. Invoices will be accessible on the Online Portal.
- 6.2.5. A notification email will be sent to your registered email address once released.
  - 6.2.5.1. It is the responsibility of the parent to check for the invoice every month, and to ensure payment is made.
- 6.2.6. New or returning students are required to clear their projected tuition fees and/or any overdue amounts in full prior to their initial class(es).

##### **6.3. Payment**

- 6.3.1. Payment for regular course invoices are due within 7 days of their issue date.
- 6.3.2. We only accept payments by bank transfer.
- 6.3.3. It can take two to three working days for bank transfers to be cleared.

- 6.4. **Non-payment**
  - 6.4.1. In the event that payment is overdue, we will contact you with up to two payment reminders, followed by a final reminder.
  - 6.4.2. Failure to settle the invoice or to come to an agreement with the centre by the deadline in the final reminder will result in the student being removed from all classes to prevent further accrual of overdue balances.
    - 6.4.2.1. The centre will retain the student deposit, which must be paid again prior to re-enrollment.
  - 6.4.3. Once removed, reallocation to the original classes cannot be guaranteed.
- 7. **Notice Periods**
  - 7.1. Parents must provide the centre with 4 weeks' (28 days') full written notice for all changes to their planned attendance.
  - 7.2. Notice must be provided via email to [admin@oxbridgeuk.com](mailto:admin@oxbridgeuk.com).
  - 7.3. Notice is considered effective when acknowledged by the Centre in writing.
  - 7.4. The notice will take effect from the date that the notice is given.
  - 7.5. Parents must specify which course the notice is in reference to.
  - 7.6. **Absence**
    - 7.6.1. Students will only be refunded for absences where full written notice is provided.
    - 7.6.2. In the event that a student is absent without full written notice, the parent will be charged for the class.
    - 7.6.3. The Centre may still be able to provide a temporary lesson on another day that week, subject to availability.
      - 7.6.3.1. Temporary classes can only be arranged a week prior to the absence.
    - 7.6.4. Students will be provided with lesson materials if they are absent without notice and a temporary lesson cannot be arranged.
    - 7.6.5. 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.
  - 7.7. **Illness**
    - 7.7.1. In the event that a student is absent without full written notice due to illness, the Centre will refund or waive Tuition Fees if a doctor's note is provided.
  - 7.8. **Leaving Oxbridge**
    - 7.8.1. Parents are required to provide full written notice, by email, of the desired last lesson for the student.
    - 7.8.2. 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.
    - 7.8.3. In the event that the parent requests to leave the Centre without providing notice, the centre will retain the deposit (clause 6.1.4).
- 8. **Student drop-off and pickup**
  - 8.1. Students attending Face-to-Face classes will be kept inside the premises after classes for pickup.
  - 8.2. Parents are entirely responsible for the safety of their children outside of our premises upon drop-off and pickup.
  - 8.3. Parents must inform the Centre of any collection arrangements prior to drop-off.
  - 8.4. Parents must abide by parking regulations in the area of the Centre and ensure no disruption is caused to the neighbouring residents and businesses.
  - 8.5. It is the parent's responsibility to be punctual on drop-off and pickup.
  - 8.6. It is the centre's responsibility to supervise the student until the parent arrives.
  - 8.7. The centre will not allow students to leave the premises without their parents, unless otherwise agreed in writing.
- 9. **Student behaviour**
  - 9.1. Where a student's behaviour disrupts learning in a class, up to three verbal warnings will be given to the student.
  - 9.2. 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.
  - 9.3. If the problem persists after parental notification, the student will be permanently removed

from the class and their enrollment at the Centre may be revoked.

9.4. The Centre reserves the right to reject re-enrollment of the previously removed students.

## **10. Safer Learning Environment**

10.1. The Centre's default position is that its staff, tutors, customers and students 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:

10.1.1. Rude, disrespectful and offensive behaviour, including derogatory remarks and disruptive acts amounting to verbal and emotional abuse;

10.1.2. Sexually inappropriate comments and behaviour;

10.1.3. Racist and discriminatory abuse;

10.1.4. Threats of physical violence; and

10.1.5. Aggressive and/or violent behaviour.

10.2. The Centre will not tolerate abuse in any shape or form and will investigate all reported or observed incidents of staff, tutors, customers or students being subject to disrespectful behaviour or abuse, which may result in enrollment being revoked for customers found to be abusive.

## **11. GDPR**

11.1. Any personal information we hold is processed in accordance with the GDPR and our [Privacy Notice](#).

11.2. The Privacy Notice contains the full list of uses for personal data, which include but are not limited to:

11.2.1. Helping us to identify students and keep records on progress and attendance.

11.2.2. Allowing us to correctly send announcements regarding important dates and events at the Centre.

11.2.3. Allowing us to despatch learning materials.

11.2.4. Allowing us to contact parents in emergencies.

11.2.5. Allowing us to contact parents where there are any alterations to the scheduled class times.

11.3. In order to achieve the points outlined under clause 2.3.2, we may provide your details to third party companies.

11.3.1. Your details will never be shared with third parties for marketing purposes.