

# Terms and Conditions

Please read terms and conditions for **Online IELTS Tips & Practice (OTP)** carefully. By clicking on the registration or payment, you have agreed.

1. Your registration will only be considered complete once all monies are paid. For international bank transfers, please consult your bank with regard to any charges in your country that may be applicable. We shall not cover the bank charges from your country.
2. Full payment must be made prior to starting the course.
3. Should a student change any of their course details, we reserve the right to charge a further 500-baht administrative charge.
4. Payments are made through a secure payment system either by credit card, paypal or bank transfer. Credit card payments are organised and administered jointly by KTC Bank, Thailand.
5. You are required to provide your contact details and email.
6. You will be provided with a Username, Password or some other information for our on-line courses. You must treat such information as confidential. You must not disclose it to any third party. If you do so, then your account may be disabled.
7. We have the right to disable any user identification codes or passwords, whether chosen by you or allocated by us, at any time, if, under our reasonable consideration, you have failed to comply with any of the provisions of these terms and conditions.
8. If you know or suspect that anyone other than you know your user identification code or password, you must promptly notify us at [otp@newcambridge.com](mailto:otp@newcambridge.com).
9. You will be held responsible for any loss or damage resulting from the use of your password by any third party.s
10. A refund cannot be made. However, if we have technical problems, we will compensate certain extra days to your account.
11. Club to Upskill are available twice a month. We reserve the right to change teachers, times of Club and on-line platforms and to combine Club if:
  - a. numbers for any Club are low by any reason.
  - b. we have technical issues or find more suitable learning tools.
  - c. the teacher is sick.
12. Once your account is activated, the provided courses cannot be requested to prematurely terminated or postponed.
13. The maximum Club size is 18. There may be occasions when Club temporarily exceeds this number prior to students being re-allocated.
14. The timetable and structure of the course may be changed whilst the course is running. The institute will keep disruption to a minimum. For the most up-to-date information on the timetable, please visit our website and Facebook Fan Page.
15. We reserve the right to terminate your enrolment in the event of conduct or behaviour which, under our consideration, diminishes (or may diminish) the reputation of the institute, even if such conduct is not in breach of these terms and conditions. The institute's decision is final.
16. If you fail to be connected to the system within the first 15 minutes of a scheduled Club, you may not be permitted to join it.

17. The intellectual properties pertaining to our course hand outs as well as other teaching materials are owned by us, and are not allowed to be copied or reproduced for commercial purposes. You are not allowed to illegally access all copied and stored versions of any published materials, and to do so may put you in jeopardy of the place on the course.
18. You must:
- only speak English.
  - keep the camera and microphone on.
  - comply with reasonable requests made by institute staff.
19. The following equipment is strongly recommended for you to maximize your learning experience:
- a minimum of 3 megabytes per second download speed broadband internet connection,
  - a desktop computer / laptop / tablet,
  - a headset and
  - a 5 Megapixel web camera.
20. You agree that you will not:
- use any robot, spider, scraper, deep link or other similar automated data gathering or extraction tools, program, algorithm or methodology to access, acquire, record, copy or monitor the lessons without our express written consent, which may be withheld in our sole discretion.
  - post or transmit any file which contains viruses, worms, Trojan horses or any other contaminating or destructive features, or that otherwise interfere with the proper working of our on-line courses. We are not responsible for any documents shared during the lesson that may contain bugs or viruses. You are responsible for configuring your information technology and using your own virus protection software.
21. Activities undertaken by a student are strictly at the student's own risk and we take no responsibility.
22. We shall take all responsible steps to fulfill student expectations regarding the courses, but we completely reserve the right to alter services to at least an equivalent standard at no additional cost.
23. While we take all reasonable steps to ensure the information contained in our publicity is accurate, we reserve the right to alter this, substitute or withdraw any amenity without further notice.
24. We shall not be liable to provide further services should any of the following events occur: strikes, industrial actions, fire, civil unrest, legal actions, withdrawal or regulatory consents, lockout or interruption or failure of electricity, and acts of God (including flooding, earthquakes, storms, hurricanes, infectious diseases or pandemics or other natural disasters that are beyond the reasonable control of the parties)
25. Our teachers will be held directly liable should the tone or content of their communications with you be deemed offensive in any way. The institute holds no responsibility for this, although we shall be determined to investigate and discipline the offender if necessary, including, but not limited to, suspending or terminating their contract with us or reporting their conduct to the relevant government authorities.
26. You understand that clubs/lessons will be audio and video recorded for monitoring, quality control and educational purposes. We do this in our legitimate interest.
27. Sometimes the institute may record clubs/lessons for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional activities.
28. These terms of business represent the entire agreement reached by the parties and excluding any fraudulent misrepresentation. No other statements, whether verbally or in writing, will be regarded as a contractual term of these terms of business.
29. If you have any difficulty with any of the services or wish to contact us, please email:  
[otp@newcambridge.com](mailto:otp@newcambridge.com)