

## Terms and Conditions Online IELTS Tips & Practice

1. Your registration will only be considered complete once all monies are paid. For international bank transfers, please consult your bank with regards to any charges in your country that may be applicable. We will 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 Baht 500 administration charge.
4. Payments are made through a secure payment system either by CREDIT CARD PAYMENT, 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 then your account may be disabled
7. We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion 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 [info@newcambridge.com](mailto:info@newcambridge.com)
9. You will be held responsible for any loss or damage resulting from use of your password by any third party.
10. A refund cannot be made. However, if we have technical problems, we will compensate certain extra days to your account.
11. We reserve the right to change teachers, times of lessons and on-line platforms and to combine classes if:
  - a. Numbers for any class are low, whatever the reason.
  - b. We have technical issues or find more suitable learning tools.
  - c. A teacher is sick.
12. Once you have started your course, the course cannot be stopped or postponed.
13. The maximum class size is 18. There may be occasions when classes temporarily exceed this number before students are 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 look at our website and facebook.
15. We reserve the right to terminate your enrolment in the event of conduct or behaviour which in our opinion 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 connect more than 15 minutes late for a class, then you may not be permitted to join the class.
17. The intellectual property pertaining to our course hand outs and other teaching materials is owned by us and you cannot copy or reproduce the materials for commercial benefit. You also

are no allowed to access illegally copied and stored versions of any published material and to do so may put in jeopardy your place on the course.

18. You must:

- a. Only speak English in your class.
- b. Keep camera and microphone on
- c. Inform us if you cannot attend a class for any reason – the production of official documentation to substantiate any such absence will be required.
- d. 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  
(Download speed: >3 Mbps // Upload speed: >1 Mbps)

- b. Desktop / laptop / tablet

Recommended

Processor : 2 Ghz or higher (Intel i3/i5/i7 or AMD equivalent)

RAM : 4 Gb or higher

Notes:

Dual and single-core laptops have a reduced frame rate when screen sharing (around 5 frames per second). For optimum screen-sharing performance on laptops, we recommend a quad-core processor or higher.

- c. Headset
- d. 5 Megapixel web camera
- e. Web browsers  
Google Chrome ,Apple Safari (for MacOS X) ,Mozilla Firefox
- f. Club & Bonus Tutorial will be conducted over Zoom. For further information please read [Zoom's system requirements.](#)

20. You agree that you will not:

- a. 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.
- b. 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. Activity undertaken by a student is strictly at the student's own risk and we take no responsibility.

22. We shall take all responsible steps to fulfil student expectations regarding the course, but we do 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. Should any of the following events occur then we will not be liable to provide further services: strikes, industrial action, fire, civil unrest, legal action, withdrawal or regulatory consents, lockout or interruption or failure of electricity, and acts of God (including flood, earthquake, storm, hurricane, 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. We hold no responsibility for this, although we will be sure 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. Photography – Sometimes the College or our representatives may record the lesson for promotional purposes. Please advise us at the time of booking if you do not wish to appear in any promotional activity.
27. These terms of business represent the entire agreement reached by the parties and excluding any fraudulent misrepresentation, no other statement, whether oral or in writing, will be regarded as a contractual term of these terms of business.
28. If you have any difficulty with any of the services or wish to contact us, please email: [info@newcambridge.com](mailto:info@newcambridge.com).