



## **Xplan2me Terms Of Service.**

### **Between**

**Xplain2me tutoring** (herein after referred to as the Firm) and the **Client** (herein after referred to as the parent or student in the case where the student is the client)

### **Communication:**

Communication is of utmost importance and although the tutor acts as an independent contractor the parent agrees that he or she shall communicate with the firm regarding any misconduct by the tutor, any suspicions of such conduct and any issues relating to the lessons provided that may require the firm's attention and involvement.

The student's progress will be communicated to the parent from time to time by the Firm and the tutor, however it is the parent's responsibility to monitor such said progress and to inform the firm and the tutor of any adjustments deemed necessary to be implemented to ensure attainment by the student of the desired results.

In the event that the student or parent wants to cancel or postpone the lesson due to unforeseen circumstances, he or she shall notify the tutor and the Firm at least 5 hours before the time the lesson is set to start.

### **Choice Of Tutor:**

The parent or student may at any time request for a different tutor at least 3 working days before the first lesson in which the new tutor is required. The tutor suggested will be sourced according to the information given hence it is the responsibility of the parent to mention all the student's pertinent problem areas and special needs when requesting a tutor. No other lessons outside of the arranged lessons may be conducted with the tutor arranged by the Firm without the knowledge of the Firm and any breach of contract in this regard may lead to termination of contract without refund and possible litigation.

### **Payment of fees:**

The parent shall pay before lessons resume, the full amount for the package purchased. Although the parent or student may change a tutor, the amount paid for the lessons is non-refundable. The parent deals only with the Firm as far as any payable or paid amounts for lessons is concerned and may therefore not make any payments whatsoever to the tutor.

**Conduct of Tutors:**

Xplain2me Tutors are qualified graduate students or University students on their way to graduating. They undergo a strict screening process before they join Xplain2me tutors and the parents and the students shall treat them with the respect they deserve. They are also independent contractors whose behaviours cannot always be monitored by the Firm, the parent is therefore advised to have someone at home during the lesson.