



**Elite IB Tutors**  
Educators in the International Baccalaureate

[eliteib.co.uk](http://eliteib.co.uk)  
[contact@eliteib.co.uk](mailto:contact@eliteib.co.uk)  
+44 (0)20 3802 6862

# Elite IB Tutors Terms & Conditions

## Terms & Conditions, Student Expectations

This Agreement is made between:

1st Party: Elite IB Ltd ("Elite IB") of registered address Flat 1, 20 Queens Gardens, W2 3BD, London, UK, and;

2nd Party: The "Parent"

Elite IB acts as agent on behalf of the Tutor ("Tutor") and will introduce the Tutor to the Student ("Student") and their Parent or Guardian ("Parent"). Where the Student is of legal age and is solely responsible for arranging and making payment for their tuition, the Student is bound by both the *Student Terms & Conditions* and the *Parent Terms & Conditions*.

Although Elite IB accepts that mistakes will occasionally be made in relation to booking Lessons or in correspondence with Tutors, any ethically reproachable action, including but not limited to attempting to deceive, mislead or otherwise misinform Elite IB, will be treated without leniency. The following terms and conditions (the "Terms and Conditions") govern the relationship and dealings between Elite IB and the Parent, and between the Tutor and any Parent of a Student to which the Tutor provides tutoring services, after introduction. The Conditions are applicable when the Parent or Student accepts or conditionally accepts a Tutor by email, telephone, written agreement, or on the Elite IB website at [www.eliteib.co.uk](http://www.eliteib.co.uk) (the "Website"), such acceptance resulting in Elite IB introducing Tutors to Students in a timely manner.

### A. Lesson Cancellation

1. The Parent or Student shall be entitled to cancel or amend a Lesson that has been arranged with the Tutor without incurring a fee, where at least 48 hours' notice of such cancellation or amendment is given to the Tutor. A Lesson cancelled between 24 and 48 hours before the agreed date and time for the Lesson will incur a fee of one hour's Lesson time, and a Lesson cancelled within 24 hours of the agreed date and time for the Lesson will incur the full fee for the Lesson as booked or arranged.

2. If the Tutor cancels an arranged Lesson less than 24 hours before the Lesson is due to begin, for a reason other than an accident or an emergency, then the Student or Parent is entitled to ask that a subsequent Lesson, up to the same duration, be offered by the Tutor at half of the agreed Lesson Fee unless a mutual alternative agreement has been made between the Parent and the Tutor.

## B. Payment

1. Payment arrangements will be made directly between Elite IB and the Parent unless specific arrangements are made to the alternative. The Student can request full access to their finances, including partial responsibility to settle invoices issued by Elite IB, but the Parent is and will remain primarily responsible for payment where the Student is not of legal age.

2. Upon confirmation by the Parent or Student that they agree to proceed with the support of the Tutor proposed by Elite IB to the Parent or Student, a registration fee of 40CHF is due to Elite IB. Students whose sibling has already received tuition by a Tutor introduced by EIB should contact Elite IB to discuss the waiving of this fee.

3. In the case of a lesson fee dispute, the hourly lesson fee, confirmed when the Tutor's details were sent to the Student or Parent by Elite IB, will be used.

4. If the Parent does not pay an invoice by it was due then Elite IB reserves the right to charge a late payment fee of up to 14CHF for each email that is sent to the Student or Parent with regard to the amount owed. Such emails will be sent no more often than once each calendar month. Elite IB also reserves the right to charge interest on any overdue amount at 8% above base rate. Continued failure to settle invoices may result in lessons being paused, or ceased altogether.

5. Elite IB shall send invoices to the Parent and, where requested, to the Student, on behalf of the Tutor(s), either after 5 completed lessons, or after 350CHF is due, whichever is sooner. Payments must be made through the Stripe payment facility on the Elite IB website (the "Portal"), or through Direct Debit or pre-payment. The default payment arrangement is through the Stripe payment facility, with Direct Debit and pre-payment options available only upon discussion with Elite IB. Cash payments to Elite IB or the Tutor are not accepted under any circumstances.

6. Tuition fees will be calculated at a rate agreed in advance between Elite IB and the Parent or Student upon the Lesson bookings submitted by the Tutor through the Portal or otherwise. An additional travel fee may also be applicable, to be agreed with the Tutor. Tutors are permitted to charge up to 7CHF per lesson for travel without prior discussion with the Parent or Student, but fees above this should be discussed prior to the first Lesson taking place. Lessons which require total travel time in excess of 60 minutes may be eligible for an increased travel fee. It is the Parent's responsibility to check that the invoices match up with their own records of lesson times and durations.

7. Payments must not be made directly to the Tutor at any time. Doing so may lead to a breach of this agreement.

8. For students who take lessons in pairs or small groups, the normal fee will apply to the first student, with an additional 21CHF per each additional student.

### C. Miscellaneous

1. Elite IB reserves the right to request that a Tutor stop arranging Lessons with the Student at any time.

2. The Student or Parent is not permitted to make private arrangements for tuition with a Tutor introduced by Elite IB. Should a Student or Parent breach this obligation, they, or the Parent in the case that the Student is not of legal age, will be liable to account to Elite IB for all sums paid to the Tutor without deduction and Elite IB shall be entitled to obtain an injunction against them to prevent further breaches. This obligation shall continue notwithstanding termination of this agreement.

3. On request, the Student or Parent must disclose, to Elite IB, details of each Lesson given by the Tutor.

4. Elite IB do not accept any liability for any claims by the Student or Parent arising out of or related to the carrying out of the tutoring by a Tutor introduced by Elite IB.

5. Elite IB reserves the right to alter these terms and conditions.

6. Unless otherwise agreed in writing by a Director of Elite IB, these terms and conditions shall prevail over any other terms of business or conditions put forward by the Student or Parent

#### D. Approval

1. Acceptance of our services in the manners outlined as stated herein will be taken to represent agreement to these Terms and Conditions.

#### E. Data Protection

1. Elite IB and the Student or Parent shall comply with their respective obligations under the Data Protection Laws.

2. Elite IB shall procure that each of the Tutors introduced to the Student or Parent by Elite IB shall also comply with their respective obligations under Data Protection Laws.

3. By entering into this Agreement the Student consents to our use of their, and where the Parent is the parent or legal guardian of the Student receiving tuition to use that individual's, personal data for the purpose of providing services which may include (without limitation) effecting introductions to Tutors, use of such data for billing and/or fee collecting purposes and/or to enable us to make contact from time to time.

4. For the purposes of this Agreement: "Data Protection Laws" means the Data Protection Act 1998, as well as any applicable statutory or regulatory provisions and all European Directives and regulations in force from time to time relating to the protection and transfer of personal data.