

Client Terms

These terms apply to tutoring and admissions services supplied by XBRIDGE TUTORS LTD to consumers. They aim to be clear and fair. Please read them before booking.

1. Definitions & Contact

“We/us” means XBRIDGE TUTORS LTD. “You” means the contracting parent/guardian or adult client. “Tutor” means a self-employed tutor engaged by us to deliver sessions. Contact: hello@xbridgetutors.com.

2. Booking & Contract Formation

A booking is made when we confirm by message or invoice. We may assign a suitably qualified tutor and may substitute where needed (see clause 7).

3. Prices, Changes & Payment

Current prices are shown on quotes/invoices and apply to sessions not yet confirmed. We may change prices for future sessions at any time; price changes do not affect already-confirmed sessions.

Pay by the invoice link (card/bank) or by bank transfer to XBRIDGE TUTORS LTD. Please do not pay tutors directly. If you pay a tutor directly, the amount may be treated as unpaid and re-invoiced.

Invoices are due on receipt unless stated otherwise. We may pause sessions for overdue balances.

4. Cancellations & No-Shows

You may cancel or reschedule with at least 24 hours’ notice without charge. If you cancel with less than 24 hours’ notice or do not attend (15 minutes late without notice), the full session fee is payable. If we cancel, we will offer to reschedule or refund the affected session fee.

5. Cooling-Off (Distance Contracts)

If you book online/phone/message, you have 14 days from the day after agreement to cancel. If you ask us to start within that period, you will pay for any sessions delivered up to cancellation. Once a session has been fully delivered within that period, the right to cancel that session is lost.

To cancel, email hello@xbridgetutors.com with your name and booking details. A model cancellation form is available on request.

6. Safeguarding, Conduct & Environment

For under-18s at home, a responsible adult should be present unless agreed otherwise. For online sessions, please ensure a quiet, appropriate space. Tell us about any learning or access needs so we can consider

reasonable adjustments. We record session dates/times for safeguarding and quality; we do not record audio/video without consent.

7. Tutors, Substitution & Performance

Tutors are vetted self-employed professionals engaged by us. We may substitute another suitable tutor if required (illness, timetable clash, performance issues). We do not guarantee specific grades, offers or outcomes.

8. No Direct Payments or Hiring

Please do not pay tutors directly. All payments must be made to us. For 12 months after your last session, you agree not to engage our introduced tutor privately. If you do, you agree to pay an introduction fee equal to the lower of £500 or 25% of fees paid to that tutor in the first 3 months.

9. Materials & Intellectual Property

Materials we or tutors provide are for your personal use only and must not be shared, published or resold.

10. Data Protection

We process personal data as described in our Privacy Notice (see website or on request). For safeguarding we may request limited student details and emergency contacts.

11. Liability

We will provide services with reasonable care and skill. We are responsible for loss or damage you suffer that is a foreseeable result of our failing to use reasonable care and skill. We do not exclude or limit liability where it would be unlawful (including for death or personal injury caused by negligence, fraud, or your statutory rights).

Tutors act as independent contractors engaged by us. Where a tutor is delivering a session on our behalf, we remain responsible to you for the overall service with reasonable care and skill. We are not responsible for losses caused by events outside our control, or for indirect or consequential losses (such as loss of opportunity, anticipated grades or university offers).

Subject to the above, our total liability for all claims arising from a booking will not exceed the total fees you paid to us for the sessions giving rise to the claim in the 3 months before the issue arose.

12. Events Outside Our Control (Force Majeure)

Neither party is liable for delay or failure caused by events beyond reasonable control (including illness, power/network failures, extreme weather, strikes, or platform outages). We will contact you as soon as reasonably possible to rearrange.

13. Problems & Complaints

If you are unhappy, please contact hello@xbridgetutors.com. We will investigate promptly. This does not affect your legal rights under consumer law.

14. Changes to These Terms

We may update these terms for legal or operational reasons. Changes apply prospectively to sessions not yet confirmed. We will make the current version available and highlight any material changes.

15. Law & Jurisdiction

These terms are governed by English law, and the courts of England and Wales have jurisdiction.

Last updated: 29 September 2025