

Terms and Conditions

Last Updated: 30/09/2024

1. Introduction

1.1. Welcome to IB Doctor Limited (“we”, “us”, or “our”). These Terms and Conditions (“Terms”) govern your access to and use of our services, including our website located at <https://ibdoctor.co.uk> (the “Website”) and any related services (collectively, the “Services”).

1.2. By accessing or using our Services, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you must not use our Services.

2. Company Information

2.1. IB Doctor Limited is a company registered in England and Wales under company number 13923605.

2.2. Registered Office: 27 Old Gloucester Street, London, England, WC1N 3AX.

2.3. Contact Information:

- Email: hello@ibdoctor.co.uk
- Phone: +44 7418 608857

3. Definitions

3.1. “Client”, “you”, or “your” means any person who uses our Services, including students and parents.

3.2. “Tutor” means an individual providing tutoring services through our platform.

3.3. “Package” means a bundle of tutoring hours purchased in advance.

3.4. “Contract” means the legally binding agreement between you and us for the supply of Services.

4. Eligibility

4.1. To use our Services, you must be at least 16 years old. If you are under 18, you must have parental or guardian consent to use the Services.

4.2. By using our Services, you represent and warrant that you meet all eligibility requirements.

5. Services

5.1. We provide online tutoring services for International Baccalaureate (IB) students through our custom-built platform.

5.2. The description of the Services is as set out on our Website and marketing materials. All descriptions are for illustrative purposes only and subject to change.

5.3. We reserve the right to modify or discontinue any part of the Services at any time without notice.

6. User Accounts

6.1. To access certain features of our Services, you may be required to create an account.

6.2. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

6.3. You agree to provide accurate and complete information during the registration process and to keep your account information updated.

7. Booking and Purchasing Packages

7.1. Tutoring sessions can only be scheduled after purchasing a Package.

7.2. Available Packages and their prices are displayed on the Website. Prices are subject to change but will not affect orders already confirmed.

7.3. All payments must be made through our secure payment gateway. We accept various payment methods as indicated on the Website.

8. Cancellation and Refunds

8.1. Please refer to our [Refund Policy](#) for detailed information regarding cancellations and refunds.

8.2. By purchasing a Package, you acknowledge that you have read and agree to the terms outlined in the Refund Policy.

9. Client Responsibilities

9.1. You agree to:

- Ensure that all information you provide is accurate and up to date.
- Comply with all applicable laws and regulations.
- Respect the Tutor's time by attending scheduled sessions promptly.
- Communicate any issues or concerns to us immediately.

10. Tutor Responsibilities

10.1. Tutors are responsible for:

- Providing tutoring services with reasonable care and skill.
- Being punctual and prepared for each tutoring session.
- Complying with our Code of Conduct and all applicable laws.

11. Intellectual Property Rights

11.1. All content, materials, and software on the Website are the intellectual property of IB Doctor Limited or its licensors.

11.2. You may not reproduce, distribute, or create derivative works from any content on the Website without our express written permission.

12. Limitation of Liability

12.1. We are responsible for losses you suffer caused by us breaking this Contract unless the loss is:

- Unexpected: It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it.
- Caused by a delaying event outside our control.
- Avoidable: Something you could have avoided by taking reasonable action.

12.2. Our total liability to you for any loss or damage arising out of or in connection with these Terms shall be limited to the total amount paid by you for the Services.

12.3. Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, or any other liability which cannot be excluded or limited under English law.

13. Privacy and Data Protection

13.1. We are committed to protecting your privacy and personal information. Please review our

[Privacy Policy](#) for details on how we collect, use, and protect your data.

13.2. By using our Services, you consent to the collection and use of your information as outlined in the Privacy Policy.

14. Confidentiality

14.1. All parties agree to keep confidential any proprietary or confidential information disclosed during the provision of Services.

14.2. This clause does not apply to information that is public knowledge or required to be disclosed by law.

15. Termination

15.1. We may suspend or terminate your access to the Services if you breach any of these Terms.

15.2. You may terminate your account at any time by contacting us at hello@ibdoctor.co.uk.

15.3. Upon termination, any rights granted to you under these Terms will cease immediately.

16. Changes to Terms

16.1. We may revise these Terms from time to time. The most current version will always be posted on our Website.

16.2. If a revision is material, we will notify you via email or through the Website. By continuing to access or use the Services after revisions become effective, you agree to be bound by the new Terms.

17. Complaints and Dispute Resolution

17.1. If you have any complaints about our Services, please contact us at:

- Email: hello@ibdoctor.co.uk
- Phone: +44 7418 608857

17.2. We will acknowledge your complaint within five (5) working days and aim to resolve it promptly.

17.3. If we cannot resolve a dispute amicably, it shall be governed by the laws of England and Wales, and both parties submit to the exclusive jurisdiction of the English courts.

18. Governing Law

18.1. These Terms are governed by and construed in accordance with the laws of England and Wales.

19. Miscellaneous

19.1. **Entire Agreement:** These Terms constitute the entire agreement between you and IB Doctor Limited regarding the Services.

19.2. **Severability:** If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

19.3. **Waiver:** Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights.

19.4. **Third-Party Rights:** A person who is not a party to these Terms has no rights to enforce any term of these Terms.

20. Contact Information

20.1. For any questions about these Terms, please contact us at:

- Email: hello@ibdoctor.co.uk
- Phone: +44 7418 608857
- Address: 27 Old Gloucester Street, London, England, WC1N 3AX

Schedule 1: Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: IB Doctor Limited

Address: 27 Old Gloucester Street, London, England, WC1N 3AX

Email: hello@ibdoctor.co.uk

I hereby give notice that I cancel my contract for the supply of the following service:

- Ordered on: [Date]
- Name of consumer: [Your Name]
- Address of consumer: [Your Address]
- Signature of consumer: [Only if this form is notified on paper]
- Date: [Date]

Notes:

- **Your Rights:** Nothing in these Terms affects your statutory rights as a consumer under English law.
- **Professional Standards:** We adhere to all relevant UK regulations and professional standards to ensure the highest quality of service.

By accessing or using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.