

A CLASS TUTORS

Terms and Conditions



Welcome to. A Class Tutors

OFFICE HOURS

Monday to Thursday 08:00am – 18:00pm,
Friday 08:00am – 16:00pm,
Closed on Weekends

Should you have any queries please email the administration and information marketing@aclasstutors.co.za

GLOSSARY OF TERMS:

“You”: a user of our services

“Services”: A Class Tutoring Services

“The Company / We / Us”: A Class Tutors

Please ensure that you read and understand the terms and conditions contained in this document before accessing website function.

These terms regulate your access on our official website. The website, and information contained within, are for your personal use only if you have read, understood, and accepted the following terms and conditions.

Should you not wish to accept the terms and conditions set herein, please do not access or use this website.

Accessing the website, as an independent person/s or on behalf of an authorized organization, confirms that you have accepted the terms and conditions of use. Access and use of the website also confirm that you have read and agreed to our [Privacy Policy](#).

EFFECTIVE DATE

Monday the 02nd of August 2021

We reserve the right to modify and update the use of Terms and Conditions without notice. Continued use of the website confirms your acknowledgement of updates.

LAW AND JURISTRCTIONS

The terms set herein are construed in accordance with the Constitution of South Africa, considering the rights of our client's or user's personal information as well as legal obligations.

Failure on behalf of A Class Tutors to implement the terms of this agreement does not constitute a waiver of the Terms and Conditions set herein and neither removes nor eliminates the validity of the terms set forth.

SERVICES

A Class Tutors is an independent educational organization operating in South Africa: offering personalized tutoring services, a National Curriculum that complies with the accepted National Requirements as set out by the Department of Education, trained and skilled concession personnel, including Scribes, Readers, Invigilators and Facilitators.

CONTACT INFORMATION

Email: marketing@aclasstutors.co.za

Online chat service: Tel: +27 66 238 2717 / +27 81 329 8448

If you have any questions or enquiries regarding the Terms set herein, please contact (081) 329 8448 Ext.3 or email us at marketing@aclasstutors.co.za.

In accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA"), any personal information you include in your communications with us will only be used for the purpose for which it was intended. We will not use your personal information to send any promotional or marketing materials.

LIMITATION OF LIABILITY

We will not be held liable for any damages, harm or loss arising from the use of this site, which may include, but not limited to spyware, viruses, and device damage, personal information, including, but not limited to indirect, incidental, punitive, special, or consequential damages from usage of this website.

A Class Tutors will not be held liable for any damages, including, but not limited to direct, intentional, indirect, incidental, punitive, special, or consequential damages caused from use of our services.

Reasonable measures have been put into place to ensure accuracy and integrity of the information and content displayed on the website. We do not guarantee that the content contained on the website is completely accurate, pertaining, but not limited to inaccuracies, mistakes, or typographical errors. We do not guarantee that our online service provision and communication and web access will be continuously available and accurate.

RULES OF CONDUCT

Our services are publicly available and accessible to all interested parties expressing interest in use of our services. We incorporate inclusion and fair practices.

For your experiences to be safe and in accordance with the law, we require your commitment to the following:

- ✓ The usage and access of our website and information only for purposes for which it is intended.
- ✓ Services / contracts provided are acknowledged and accepted on an authentic basis, without detrimental intention towards the company / employees of A Class Tutors.
- ✓ All information provided by you to us is truthful and accurate at the time.
- ✓ You are to inform us of any reasonable changes that may have a direct effect on the agreement between you and A Class Tutors.
- ✓ No person / student under the age of 18 years may sign or consent to service provision. If a person / student is under the age of 18 years, a parent/guardian/responsible person will be required to consent on behalf such person / student.
- ✓ If a user's / clients account has been disabled due to reasonable reasons, they may not attempt to make use of our service for an indefinite period. Any intentional actions regarded as slander or defamation against A Class Tutors that affects the company's reputation, will be managed according to the governing law of South Africa.

USER RESTRICTIONS

Agreeing to the terms and conditions, you agree:

- ✓ Not to share / use our services in a way that may cause harm or damage to the company.
- ✓ Not to provide or conduct in activity that may be deemed fraudulent, unlawful, deceptive, or discriminatory.
- ✓ Not to infringe on another's rights – including representatives and employees of A Class Tutors.
- ✓ Not to breach any terms stated herein.

REFUNDS

Kindly read our client policy before making use of our services.

TERMINATION OF SERVICES

A Class Tutors reserves the right to terminate and refuse services without notice:

- ✓ If in breach or violation of our Terms and Conditions.
- ✓ If in breach or violation of our Policies.
- ✓ Repeated infringement on other's rights.
- ✓ Repeated actions or activity deemed inappropriate.
- ✓ Actions or activities deemed unlawful.
- ✓ To protect our community and services.
- ✓ To protect our employees and representatives.

MESSAGES / E-MAILS

Messages referring to any content regarding the sending / publishing / transmitting etc. of any information / content / attachments / illustrations etc., in electronic / written / any other relevant format that passes through any of our information systems. Message communications refer to, among others, emails, SMS, advertisements, social media posts, marketing messages, updates etc.

- ✓ Message communications are intended for the recipient to which they are addressed to.
- ✓ If the receiver is not the intended recipient, the receiver is requested to inform the sender of such error, using the contact details provided. After informing the sender of the error, the receiver must delete the message/s.
- ✓ The unintended recipient is prohibited from copying / distributing / printing / storing / saving / furnishing any part of the message contents / illustrations / attachments etc. that form part of the message.
- ✓ Messages are confidential in nature, unless otherwise specified or interpreted as a public message – such as posts on social media – and are intended only for the receiver for the purposes for which the message is originally intended.
- ✓ The sender's details are not to be utilized or saved onto marketing databases, unless explicitly requested and authorised by the relevant persons, for the purpose of service arrangements.
- ✓ Information contained in messages is to remain confidential and utilized for the purpose for which it is intended and disclosure of such information – including contents and illustrations – is prohibited, as the content in the message may include personal details.
- ✓ By sending communication messages to A Class Tutors, you consent to receive message communications regarding information deemed important – Updates on Terms and Conditions / Policies and Procedures etc.
- ✓ A Class Tutors will not use your details for the purpose of marketing, unless requested to do so by direct consent.
- ✓ The 'read-receipt' function confirms the message communication has been received, read, and agreed to by the recipient.
- ✓ Messages are deemed to be sent / delivered to the recipient when the message server records display the 'sent' result.
- ✓ Views / opinions / judgements and beliefs expressed through message communication remains the sole expression of the person who has created / drafted / distributed such a message and does not necessarily represent the views / opinions / judgements / beliefs of A Class Tutors. If any such expression deems offensive / derogatory / defamatory / abusive, whether explicit or implied, the creator of such message communication will be held solely liable.
- ✓ A Class Tutors reserves the rights to intercept / monitor / facilitate / dispose / transfer / archive / disclose etc. any message communication that passes through the system.
- ✓ Messages communications do not imply or represent any form of partnership / contract /warranty of services unless unambiguously stated and authorised by the relevant parties.
- ✓ Communications transpiring to / from employees / representatives / clients of the Company, through the communication servers / platforms are subject to inspection at any time deemed relevant.
- ✓ Employees and representatives of A Class Tutors are prohibited from concluding agreements / contracts by means of messaging. Confirmation of agreements / contracts are conducted by authorised personnel only.
- ✓ A Class Tutors utilizes 'automated response' emails for the intention of notifying the sender that their communication has been received. The 'automated response' does not confirm or imply any sort of agreement or contract between A Class Tutors and the sender.

MESSAGE DISCLAIMER

Reasonable measures have been instituted to ensure the accuracy and integrity of information and content presented through message communications, including reasonable encryption statuses, anti-virus, and anti-malware programmes.

A Class Tutors will not be held liable for any damages, harm or losses arising from message communications including incomplete / adjusted / different message content; loss of data / profit; corruption of system files / programmes or undelivered / incorrect delivery of such messages etc. We recommend receivers utilize anti-virus and anti-malware programs to ensure protection and security when sending / receiving message communications.

COPYRIGHT / TRADEMARKS / IP ADDRESS

Unless otherwise explicitly stated, A Class Tutors reserves ownership of all messages / content / illustrations advertisements etc. as utilized / distributed / published etc. by and for the Company for communication / advertising / marketing purposes, whether in electronic or written format.

Content designed / utilized / created for and by A Class Tutors is protected under copyright laws of intellectual property; and A Class Tutors reserves all rights regarding content / messages / illustrations etc. not expressly stated.

A Class Tutors (ACT) has applied for the trademark.

Replication, copying and distribution of A Class Tutor logo / trademark is prohibited.



A Class Tutors branded colours and layout stated below:

05 Colours

The company colours are professional, playful and represent who they are. These colours can be used with any other combination of colours provided these are the primary colours of all content.



Sun

HEX: #FCBD0E
RGB: 252, 189, 14



Jewel

HEX: #1A7E3E
RGB: 26, 126, 62



Pomegranate

HEX: #EE2825
RGB: 238, 40, 37



Picton Blue

HEX: #59AEE4
RGB: 89, 174, 228



Pomegranate + Sun mix
50% 50%



Use case

07

Advert Layouts

Any format, layout and design may be used for the adverts provided that it carries through at least one of the colors mentioned in point 05 of this guideline. To ensure brand consistency and recognizability, all adverts must contain the "three stripes" which should be used in **any one corner of the advert**.

The red, blue and yellow used are the same shades and HEX# as found in point 05 of this document. Blue has to be the outermost color, followed by red and then the yellow.



LEGAL DISCLOSURE

Business description:

An online and contact based tutoring institution. Concession readers/scribes/facilitators and invigilators offered on a private basis to individuals and institutions.

Legal Status:

A Class Tutors is an independent organization operating in accordance with the required regulations of South Africa.

Website details:

<https://www.aclasstutors.co.za/> is owned by 'A Class Tutors.'