

AJ Gurus Tutorial Services Terms and conditions

AJ Gurus Tutorial Services applies the terms and conditions for both tutors and students who become the members of the website. This is to extend an understanding how we deal with the management of our users and the use of this platform for their relevant purpose. The members will be referred as you and ajgurus.com will be referred as we in the remaining documents. The individuals reserve all the rights not to join the services in case of disagreement with the terms and conditions; however after joining; the members will be bound to abide the terms and conditions. This document does not imply any legal obligations or rights for the members; this is not a contract however using the services will be considered as the showing agreement to all the terms and conditions.

General Terms

These terms and conditions apply for appropriate usage of the website s service provider for both students and tutors. The service will make sure to:

1. Create linkages, resulting into contractual arrangement among students and tutors for tutoring lessons through the Site
2. Use of Site in any other manner, related to the same purpose
3. Acknowledge agreement with these Terms.
4. If you do not agree to these Terms, do not use the Site.

Anything against the terms and conditions of the website will be taken as a conflict and will be decided according to the discretion of site management. By agreeing the terms and conditions of the website, you agree to the following points.

Registration process

The Tutors

I. Tutor Registration and Service Listing

If you want to offer Tutoring Services with AJ Gurus, you must read and agree to be bound by these Terms and Conditions for Tutors which are part of and incorporated into the AJ Gurus Terms of Service and Payment Terms of Service. These Terms will apply to any Account that is approved to be a Tutor on the Site. If you do not accept these Tutor Terms in full, you are not authorized to teach on the Site and you are not eligible to receive any benefits from AJ Gurus for any Tutoring Services you provide.

II. Application requirements

Tutors must be at least 18 years old and have appropriate and valid qualifications and/or experience, in accordance with the subject or field they promote to teach.

The Tutor agrees to provide to AJ Gurus:-

- Proof of identity
- CV/ Resume
- Evidence of the Tutor's qualifications, including certified copies of educational certificates.
- The Tutor's current bank and contact details.
- I-Pad or Tablet with pen (Optional – can be used to enhance your writing ability on the whiteboard)

III. Teaching Services Description

In order to become a "Tutor", you must first submit a complete Tutor Application Completed and evaluated by AJ Gurus for approval. If your Tutor Page is approved, your member status will be changed to an "Approved." You will then have the ability to create and manage a Tutor Profile on our Site. As a Tutor you can begin providing "Tutoring Services". Tutors acknowledge that they are not employees of AJ Gurus and are responsible for their own actions, on and off the Website. Tutors also accept full responsibility for all Income Tax and other liabilities payable in relation to any fees generated through the AJ Gurus Website.

The Tutor will make himself/herself available for an interview with AJ Gurus, to be conducted through the Virtual Classroom as part of the screening process.

Duties of the Tutor

During the Term the Tutor shall, if registering with AJ Gurus:

- Provide the Tutorial Services to the Student with all due care, skill and ability and use his/her best endeavors to promote the interests of AJ Gurus.
- Comply with any rules or obligations stipulated by AJ Gurus or by law while delivering the Tutorial Services and ensure that they are observed to the extent that they are reasonably applicable.
- Provide AJ Gurus with any information relating to the delivery of Tutorial Services as may be requested.
- Communicate with Clients and Students only through the AJ Gurus website and virtual classroom or by channels agreed to in advance by AJ Gurus.

Status

The relationship of the Tutor to AJ Gurus will be that of an independent self-employed individual agreeing to provide Tutorial Services to Students identified by AJ Gurus. Nothing in this Agreement shall render him an employee, worker, agent or partner of AJ Gurus and the Tutor shall not hold himself out as such.

The student

Students are the end-users. They can be their own client, having one login for both roles, or may well be the children of a client, or a pupil at a client institution. They could also be linked to more than one client account if needed. This enables the system to separate the students from the billing process if desired. Students are assigned to jobs and lessons. From their login, they can view their calendar of upcoming jobs and past jobs, as well as view previous lesson reports.

Students should use the request for a Tutor page to view a list of selected tutors. The list can be filtered using many different criteria, such as subject and level. In order to initiate a contact with a tutor, a student will first have to register. Just click the “contact” link of the desired tutor in the Find a tutor page or the “Contact” button in the tutor’s full profile and fill in and submit the contact form.

The student may register with the basic information according to the requirement. The demand for services will be submitted through a demand form carrying subject requirements and academic level for the tuition required. The students have mandatory liability to share the feedback after class and availing the service of the tutor. The financial requirements will only be fulfilled after finding the right person. The students are also liable to give rating to the tutors; in order to assess the performance of the tutors and quality control. The students will not be bound with a single tutor for multiple subjects; they can hire services of a subject matter specialist for each of the required subject.

Payment System

For Students

Multiple payment systems are accepted from the students which include all master & Visa cards, wire transfer, e-wallet and pay to cell payments. Transparency in financial policies is not compromised UNDER ANY CIRCUMSTANCES. After the final selection of the tutor, the student is liable to submit the payment to AJ Gurus. The student can receive a refund upon cancellation ONLY 5 days before the scheduled lesson. On satisfactory feedback by the student, the payment is released to the tutor after 5 days. In the absence of feedback or discontinuation of services from the student without any notice, there will be no refund to the student. In case of unsatisfactory feedback from the student, there will be no refund, but the team of experts will review the issue and take necessary measures; discontinuation of services, recommendations for improvement or replacement if required. In case of

completing all formalities of refund, the management will deduct the service charges as per terms and conditions.

For Tutors

The tutors will be directed to upload payment method and required details in order to receive payments into their account. The account or payment method will be verified through prescribed procedure, which may take around 5 working days.

AJ Gurus collects the full fee amount when a Tutoring Service ("lesson") is purchased by the Student. Commission fees due to AJ Gurus are deducted from the total tutoring costs upon transfer of the fee funds to the Tutor's bank account as specified by the Tutor in their profile. The Tutor will receive payment from AJ Gurus for a project at the following rates for each hour worked by the Tutor:

- A standard fee of N\$ 250.00 per hour is payable by a student or client to AJ Gurus. This is **ONLY** applicable to Senior Secondary School Level and Tertiary Level.
- All subjects at Senior Secondary School level (grade 10 – 12) and Tertiary level (university, Technical schools, colleges and vocational training) phase billing to be on 60-40% basis. Meaning the Tutor receives 60% of the fees.
- All subjects at Professional Services billing to be on 60 - 40% basis. Meaning the Tutor receives 60% of the fees. The Tutor gets to indicate how much he or she wants to charge the student or client.

AJ Gurus are the Tutor's principle and accountable for the timely and accurate payment to the Tutor for Tutorial Services delivered to the requisite standard. Tutors agree not to engage in any action or activity meant to circumvent the service fees. Prohibited practices include (but are not limited to) the following:

- Suggesting, soliciting, or accepting payment by other means outside the AJ Gurus Website.
- Failing to report accurate or final service prices on the Site, or a service price different than that agreed between Student and Tutor.

Note: AJ Gurus does not charge any fees for the Tutor to register or create a listing for Tutoring services on AJ Gurus.

Student Complaints.

Any Student who is dissatisfied with your Tutoring Service is required to contact the tutors directly through the Site regarding any issues or complaints.

In the event there is a disagreement with a student, there are two phases to resolving the dispute:

Phase 1: Member Resolution – The Student and Tutor should discuss and reach agreement on what services should be provided. Any new terms that are agreed by the Student and Tutor should be submitted to AJ Gurus, for a written record.

Phase 2: AJ Gurus Dispute Judgment – If the Student and Tutor cannot agree, then the dispute will be handled by AJ Gurus. AJ Gurus will review any evidence and submitted materials pertaining to the Dispute and make a final ruling.

AJ Gurus shall have the right, in our sole discretion:

- To offer a refund, or reverse a transaction.
- Agree to maintain the privacy of your personal details. This includes personal financial information regarding your payments.
- Agree to maintain personal records for payments.
- Agree to cooperate with AJ Gurus in anti-fraud actions, and in Dispute Resolution.
- Agree to indemnify AJ Gurus from all claim and liabilities costs and expenses (actual or consequential) of every kind and nature known and unknown, suspected and unsuspected disclosed and undisclosed arising out of any use by the Tutor or information provided by the Tutor of the AJ Gurus Website.
- Report any conduct violations, including misuse of ratings and feedback.
- Agree that use of the Website is entirely at the Tutor's own risk. Tutors acknowledge that they take full responsibility of any risk or loss resulting from the use of, viewing, access to, and relying on the content or information on the Website.
- Tutors should not use Prohibited Content, or content that violates copyright.

Contacting Customer Service

If you wish to report a violation of Site, Application or Service Policies, have any questions or need assistance, please contact AJ Gurus.