

Terms & Conditions

Effective Date: 1/6/2023

JET Tuition ("we," "us," or "our") provides the service of matching clients with tutors. This service will be referred to as a "tuition matching service". "Client" refers to parents, students, and tutees who request for a tutor or tutoring service. "Tutor" refers to individuals who provide the tutoring service. These Terms and Conditions govern the use of the tuition matching service provided by JET Tuition. By accessing or using our services, you acknowledge and accept these terms.

Fees Payable

As part of our services, the payment rate and frequency of the tuition lessons will be coordinated with and confirmed between both the client and the tutor. Based on this rate and frequency, the first two weeks of classes will be payable to JET Tuition. The client is to pay us directly and not through the tutor.

Early Termination of Classes

In the event whereby classes terminate before a full month of lessons, if:

- The total agreed duration of all classes is less than a month: Client is to pay 25% of fees to JET Tuition, and the other 75% to the tutor.
- Classes were terminated by the client: Client is to pay 50% of the chargeable fees to JET Tuition, and the other 50% to the tutor.
- Classes were terminated by the tutor: Client is not required to pay any fees to JET Tuition. This includes but is not limited to terminations arising from:
 - Tutor's attempts to vary the finalised lesson arrangements (e.g. rate, frequency).
 - Tutor's failure to show up for lessons or perform them to a reasonable standard.
 - Falsehood or inaccuracy about information provided in tutor's profile.

JET Tuition will handle all early termination cases on a case-by-case basis and try to achieve an unbiased conclusion. However, we reserve the right to decide on the final outcome.

Defaulting on Payments

Any form of collusion, fraud, or otherwise attempts to avoid the fees payable to JET Tuition is considered an illegal act. We have a zero-tolerance policy for such fraudulent and unethical behaviour. A police report will be made immediately without hesitation and action will be taken to recover the fees payable.

In the event where the client defaults on the payment, JET Tuition is not responsible for any dispute that may arise and is not liable to pay any tuition fees to the tutor.

Tutor Verification

It is the responsibility of all tutors to provide accurate and updated information regarding their personal particulars and academic qualifications. Clients reserve the right to request for these to be presented for verification at any time. Tutors who provide false information may be blacklisted from our services or reported to the police.

Tutor Conduct

It is the responsibility of the tutor to be qualified, punctual, or otherwise perform his tutoring to a satisfactory level. JET Tuition reserves the right to withhold or deny information or services and take further necessary action should complaint(s) arise regarding a tutor's conduct.

We strive to match clients with the most suitable tutor. However, as a third party in the tuition matching service, we do not provide any guarantee of academic improvement, nor are responsible or liable for any issues, disputes, or damages to either the client or tutor.

Privacy Policy

JET Tuition is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, use our services, or interact with us in any way.

Information We Collect

1.1 Personal Information: We only collect information that you voluntarily provide to us, such as your name, email address, contact information, or any other information that can be used to identify you. We DO NOT collect your IP address, browser type, or operating system information.

Use of Information

2.1 Provide and Improve Services: We may use the collected information to provide and improve our services, respond to your inquiries, process transactions, and customize your experience with us.

2.2 Communication: We may use your contact information to send you updates, notifications, promotional materials, or other information related to our services. You can opt-out of receiving these communications at any time.

2.3 Legal Obligations: We may use or disclose your personal information when required by law, regulation, or legal process.

Data Sharing

3.1 Third-Party Service Providers: We may share your personal information with trusted third-party service providers who assist us in operating our business, such as hosting providers, payment processors, or customer support services. These service providers are contractually obligated to keep your information confidential and secure.

3.2 Business Transfers: In the event of a merger, acquisition, or sale of our business, your personal information may be transferred as part of the transaction. We will notify you via email or prominent notice on our website if such a transfer occurs.

3.3 Legal Requirements: We may disclose your personal information if we believe it is necessary to comply with applicable laws, regulations, legal processes, or enforceable governmental requests.

Data Security

We employ industry-standard security measures to protect your personal information from unauthorized access, use, or disclosure. However, no data transmission over the internet or storage system can guarantee 100% security. Therefore, we cannot guarantee the absolute security of your information.

Your Rights

You have certain rights regarding your personal information. You may request access, correction, or deletion of your personal information by contacting us using the information provided at the end of this Privacy Policy.

Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If you believe we have collected personal information from a child without parental consent, please contact us, and we will promptly remove the information.

Changes To Terms & Conditions

JET Tuition reserves the right to amend our T&Cs at any time without prior notice. The updated version will be posted on our website with its effective date.

Contact Us

If you have any questions, concerns, or requests regarding our T&Cs, you may contact us at 94200170 (WhatsApp), @jettuition (Telegram), or jettuition@gmail.com (Email).