



## On The Ball Tutors LTD Terms Of Service (Online Access)

### Privacy Policy

**We do not store credit card details nor do we share customer details with any 3rd parties**

By signing up to access On The Ball Tutors tuition classes, I agree to engage with the classes and understand that my subscription will give me **access** to their online tutoring services.

I agree and understand that I will receive the relevant documents required to access my class including the name of my tutor, their class password, weekly times of classes and login instructions, in person or via email and will also check my junk mail for this information. I have stated all the correct details in my application form to On The Ball Tutors classes and understand that if any of these details are incorrect and I do not receive the required information, the onus is on myself to contact On The Ball Tutors to correct these details.

I agree and understand that after my trial (if applicable), I will be added to a monthly rolling subscription for, however many day(s) per week **access** I have requested, to On The Ball Tutors online interactive classes.

If applicable, I understand that once, my trial period has come to an end, I understand that I will automatically be added onto a month rolling subscription, and that I will be charged monthly.

When I have entered into my rolling subscription, I understand that I will be liable for a month **access** to selected tutor(s) and my subscription will be automatically renewed by On The Ball Tutors every month, unless you have followed the cancellation policy procedure.

I agree and understand that the end of my subscription for Summer School classes, my subscription will automatically be changed to standard classes for the next academic year. I understand that I will receive an email with login instructions, tutor name and weekly times of class. To cancel, I agree and understand that I must follow the cancellation policy procedure.

### Refund Policy

We have a no refunds policy. This is by reason of once the customer has entered into the rolling subscription and have been given access and passwords are set, you have access unconditional access to the website and your chosen tutor for that time period. We are unable to change the password without completely disrupting the classes for other users.

### Cancellation Policy

In order to cancel my trial subscription, I understand that I must email [payments@ontheballtutors.com](mailto:payments@ontheballtutors.com) before the 7-day trial period has elapsed. In order to cancel my full rolling subscription I must email [payments@ontheballtutors.com](mailto:payments@ontheballtutors.com) at least 5 working days before your monthly rolling subscription is renewed. (For example, if your official classes started on the 23<sup>rd</sup> September, it is renewed on the 23<sup>rd</sup> October, 23<sup>rd</sup> November, 23<sup>rd</sup> December, 23<sup>rd</sup> March etc. until the end of the academic year. If the current date is 30<sup>th</sup> February and you wish to cancel, you can cancel your subscription but you will still have access to the website and your tutor until the 23<sup>rd</sup> March.)

I understand that any cancellation requests submitted in any way, other than the above, are null and void.