

## Terms and Conditions

**Effective Date:** July 1, 2025

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### 1. Introduction

Welcome to **Elitetutors**. These Terms and Conditions ("Terms") govern your access to and use of our website, services, classes, and digital resources provided by Elitetutors. By enrolling, accessing materials, or using our services, you agree to these Terms in full. If you do not agree, you may not use Elitetutors.

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### 2. Eligibility

To register and participate in Elitetutors services: - You must be at least 18 years old or have a parent/legal guardian register on your behalf. - You must provide accurate and complete information during registration. - You must follow all class rules and behavior expectations set by Elitetutors staff.

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### 3. Class Access and Conduct

- All Elitetutors classes are conducted online via platforms such as Google Classroom.
- Students must use their assigned class access credentials. These are **non-transferable and confidential**.
- Sharing of classroom codes, login links, or private materials with others is **strictly prohibited**.
- Any attempt to record, reproduce, or distribute Elitetutors class content without permission is a violation of these Terms.

#### **Unauthorized Sharing**

If you are found sharing access codes or private resources: - Your access will be immediately revoked. - You will be **permanently banned** from all Elitetutors services. - **Legal action may be pursued**, including but not limited to seeking damages for intellectual property theft and breach of contract.

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### 4. Payment, Refunds, and Pricing

- Payments are due in full prior to the start of tutoring unless otherwise agreed.
- Elitetutors offers flexible payment options, including , coupon codes, and exclusive discounts.
- Coupons and discounts may not be combined unless explicitly stated.



#### **Refund Policy**

- **No refunds** will be issued after the first week of attendance.

- Refund requests made within the first week must include a formal **Refund Request Document**, which must:
  - Be at least **2 full pages in length**
  - Clearly explain the reason for the refund
  - Answer a set of specific questions provided by Elitetutors
  - Demonstrate honest effort in participation and attendance
  - The Refund Request Document is designed to ensure families carefully consider their reason before proceeding.
  - Submitting the document does not guarantee a refund.
  - If a refund is approved, it may be subject to a **25% administrative fee**.
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## 5. Class Schedule and Attendance

- Tutoring is provided Monday through Friday during the months of July and August.
  - Students are encouraged to attend regularly, but we understand life happens.
  - If your child is sick or unable to attend, resources will be provided to catch up. No penalty will apply.
  - There are no make-up classes unless arranged in advance and approved by Elitetutors.
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## 6. Student Behavior and Academic Integrity

- Disruptive behavior, cheating, disrespect toward tutors or other students is strictly prohibited.
  - Elitetutors reserves the right to remove a student for misconduct.
  - No refund will be issued if a student is removed for violating conduct standards.
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## 7. Intellectual Property

- All Elitetutors content, including lesson materials, videos, documents, and resources are the intellectual property of Elitetutors.
  - You may not reproduce, share, sell, or distribute any content without written permission.
  - Violation of intellectual property rights may result in legal action.
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## 8. Privacy and Data Protection

- We collect limited personal information to provide services (e.g., names, grade levels, parent contact info).
  - We do not sell or share your data with third parties.
  - Class activity is **not actively monitored**, but Elitetutors reserves the right to **review and monitor activity if a serious behavioral or academic integrity issue arises**.
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## 9. Disclaimers and Limitation of Liability

- Elitetutors makes no guarantees of specific grade improvement.
  - While we aim to provide the best possible instruction, academic results vary by student.
  - Elitetutors is not responsible for technical issues, internet outages, or user hardware problems.
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## 10. Modification of Terms

- Elitetutors reserves the right to update or modify these Terms at any time.
  - Changes will be posted on our website and become effective immediately upon posting.
  - Continued use of the service constitutes acceptance of revised Terms.
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## 11. Contact Information

If you have questions or concerns about these Terms, contact us at: **Email: [elitetutors.com@gmail.com](mailto:elitetutors.com@gmail.com)**  
**Website: [www.elitetutors.ca](http://www.elitetutors.ca)**

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Thank you for choosing Elitetutors — empowering students from the heart of Winnipeg.