

CPT TUTORS (Pty) Ltd. – Terms of Service

1. Introduction

Welcome to CPT TUTORS, trading as Cape Town Tutors (“CPT TUTORS”, “we”, “us”, or “our”). These Terms of Service (“Terms”) govern your access to and use of our website at www.capetowntutors.com (“Website”) and our tutoring and related services (“Services”). By engaging with our Services in any manner, you agree to be legally bound by these Terms.

These Terms apply to all clients, including students, parents, or legal guardians, as well as tutors, scribes, readers, invigilators, and any parties engaging with CPT TUTORS. Continued use of our Services following updates to these Terms constitutes acceptance of the revised Terms.

CPT TUTORS (Pty) Ltd is a registered South African company (Reg. No. 2015/587968/07).

2. Scope of Services

CPT TUTORS offers academic support including but not limited to:

- In-person and online tutoring across various subjects and academic levels
- Homework assistance and exam preparation
- Educational materials and resources
- Scribing, reading, and invigilation services for examinations and assessments

All services are subject to availability. We reserve the right to decline or discontinue Services at our sole discretion without obligation to provide justification.

3. User Accounts and Access

To access key features (scheduling, lesson tracking, payments), CPT TUTORS will create a client or tutor account via the TutorCruncher platform.

You are responsible for maintaining the confidentiality of your login credentials and all activities under your account. CPT TUTORS is not liable for unauthorized access resulting from user negligence.

All communication, scheduling, session management, and payments must be handled through the TutorCruncher dashboard.

4. Payment Terms

4.1 Payment Schedule

- Tutors, scribes, readers, and invigilators will be paid within 5 business days after the end of each month, provided a correctly completed and submitted timesheet is received on time.
- Payments will be made only through CPT TUTORS' official payment channels.

4.2 Payment Method

All client payments must be made directly to CPT TUTORS (Pty) Ltd. Direct payments to tutors or contractors outside of CPT TUTORS are prohibited and will result in suspension or termination of services without refund.

4.3 Rates

Current rates for tutoring and related services (scribing, reading, invigilating) vary by level and service type and are available on request or via info@capetowntutors.com.

4.4 Currency

All payments must be made in South African Rand (ZAR).

4.5 Refunds

Approved refunds will be processed within 14 business days through the original payment method.

5. Cancellation and Rescheduling Policy

- Rescheduling: Clients may reschedule lessons with at least 10 hours' prior written notice without penalty.

- Late Cancellations: Cancellations made with less than 10 hours' notice will incur a 50% charge of the lesson fee.
 - No-Shows: Failure to attend a session without prior notice will be charged at 100% of the lesson fee.
 - Tutor Cancellations: If a tutor must cancel, CPT TUTORS will arrange rescheduling or replacement at no extra cost.
 - Package Refunds: Upon written request, unused lesson packages may be refunded, with used lessons recalculated at the standard rate and forfeiture of discounts.
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6. Code of Conduct – Clients

Clients must:

- Communicate respectfully with tutors, scribes, readers, invigilators, and CPT TUTORS staff.
- Refrain from harassment, abusive language, or disruptive behavior.
- Provide a safe, clean, and conducive environment for in-person sessions and assessments.
- Avoid requesting services outside the scope of academic support and agreed terms.

Failure to comply may result in suspension or termination of Services without refund.

7. Code of Conduct – Tutors, Scribes, Readers, and Invigilators

All service providers engaged by CPT TUTORS must:

- Deliver services professionally, responsibly, and punctually.

- Prepare adequately for sessions; failure to review material or questions before a session will be considered sub-standard.
- Not solicit private arrangements with clients outside CPT TUTORS.
- Maintain confidentiality and privacy of client information.
- Adhere strictly to exam rules and ethical standards during scribing, reading, or invigilation tasks.
- Must remain fully attentive and engaged during all client interactions. Use of personal cell phones or other devices for non-service-related activities during sessions is strictly prohibited unless expressly required for the session. Failure to comply may be considered sub-standard conduct and subject to penalties outlined herein.
- Submit accurate timesheets promptly each month to ensure payment.

Sub-Standard Work and Penalties:

CPT TUTORS reserves the sole right to determine when work is sub-standard, including poor preparation, inattentiveness, or any failure to meet professional expectations. Penalties may include but are not limited to:

- Warning or written reprimand
- Partial withholding of payment (up to 100%) for the affected sessions
- Suspension or termination of contract with CPT TUTORS

These penalties may apply equally to tutors and those performing scribing, reading, or invigilation.

Clients and tutors may report issues to CPT TUTORS management for investigation.

8. Intellectual Property

All materials, notes, and resources shared during sessions remain the intellectual property of CPT TUTORS or respective authors. Clients and tutors may not reproduce, resell, or redistribute these materials without explicit authorization.

9. Termination of Services

CPT TUTORS may terminate services and user accounts for breaches including but not limited to:

- Failure to pay on time
- Abuse of rescheduling privileges
- Disrespectful or disruptive conduct
- Unauthorized private arrangements between tutors and clients
- Delivery of sub-standard work as determined by CPT TUTORS

No refunds are provided on termination for cause.

10. POPIA Compliance

CPT TUTORS complies fully with the Protection of Personal Information Act (POPIA). Personal data is collected, stored, and processed solely for service delivery purposes. See our Privacy Policy for details.

11. Force Majeure

We are not liable for delays or disruption caused by events beyond our control (e.g., natural disasters, load shedding, pandemics, internet outages). Prepaid sessions affected will be rescheduled or refunded at our discretion.

12. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Republic of South Africa. Disputes will first be attempted to resolve through mediation before escalating to South African courts.

13. Amendments to Terms

We may update these Terms at any time with notice via email or website. Continued use of Services constitutes acceptance of updated Terms.

14. Contact Information

For questions or concerns, please contact:

CPT TUTORS (Pty) Ltd

Email: info@capetowntutors.com

Phone: +27 73 895 9293

Address: 20 Brickfield Road, Salt River, Cape Town, South Africa