

## **Terms and Conditions**

Welcome to Save My IB. By accessing or using our website and services, you agree to comply with and be bound by the following Terms and Conditions. If you do not agree to these terms, please refrain from using our services.

### **1. Services**

Save My IB provides personalized, online tutoring via Google meet for students enrolled in the International Baccalaureate (IB) program. Sessions are delivered by qualified tutors and are tailored to meet the academic needs of each student.

Tutoring is offered on a one-on-one basis or in small groups, depending on the package selected. All services are subject to availability and are delivered remotely via secure digital platforms.

### **2. User Eligibility and Conduct**

To use our services, you must be at least 13 years old or have permission from a parent or legal guardian.

All users agree to behave respectfully, ethically, and responsibly when interacting with tutors, staff, and other users. Harassment, discrimination, or inappropriate behavior will result in immediate termination of services without refund.

We reserve the right to accept or reject any student based on our academic, ethical, and conflict-of-interest policies.

### **3. Tutor Conflict of Interest Policy**

Tutors working with Save My IB are not permitted to provide tutoring to students who are currently enrolled in their own schools or institutions. This is to avoid any potential conflict of interest, ethical concerns, or violations of institutional policy.

We reserve the right to verify the student's school and reject or terminate services if this policy is violated.

### **4. Booking and Scheduling**

All sessions must be booked in advance through our website or scheduling system. Time slots are subject to tutor availability.

It is the user's responsibility to verify time zones and session details before confirming a booking.

### **5. Payment Terms**

All tutoring sessions must be paid in advance to confirm the booking, and payments are accepted via PayPal or bank transfer in United States Dollars (USD). For students located in Ecuador, a 15% VAT (IVA) will be added to the service fee in compliance with local tax regulations, while students outside Ecuador are not subject to this additional charge. Bookings are only confirmed once payment has been successfully processed, and failure to complete payment on time may result in the cancellation of the scheduled session.

## 6. Cancellations and Rescheduling

You may cancel or reschedule a class up to 24 hours in advance without penalty. Cancellations made less than 24 hours before the session are non-refundable. If a tutor needs to cancel, the class will be rescheduled at your convenience. Frequent cancellations or no-shows may result in restricted access to future bookings.

## 7. Refund Policy

Refunds are not available for completed or missed sessions. Refunds for unused sessions in a prepaid package may be considered on a case-by-case basis if requested at least 72 hours in advance. Processing fees may apply.

## 8. Intellectual Property

All class materials, resources, and content (including recordings, worksheets, slides, etc.) are the intellectual property of Save My IB or the respective tutor and are provided exclusively for personal use during sessions. Any unauthorized reproduction, redistribution, or commercial use is strictly prohibited.

## 9. Limitation of Liability

Save My IB is a supplemental educational platform. While we aim to support academic performance, we do not guarantee specific grades, exam results, or university admissions. Under no circumstance shall Save My IB or its tutors be liable for indirect or consequential damages resulting from the use of our services.

## 10. Modifications to Terms

We may update these Terms and Conditions at any time. Changes will take effect immediately upon publication. Continued use of the platform implies acceptance of the revised terms.

## 11. Contact

For questions or concerns, contact us at: [info@savemyib.com](mailto:info@savemyib.com)

### **Disclaimer**

Save My IB is an independent tutoring service and is not affiliated with the International Baccalaureate Organization (IBO). All IB trademarks, logos, and content referenced on this site are the property of their respective owners.

We offer unofficial, personalized educational support delivered by IB-trained or IB-experienced tutors, with the goal of helping students succeed in their studies.