

Terms and Conditions for HE Pathways

Effective Date: 01/03/2025

Introduction

These Terms and Conditions (“Terms”) govern the relationship between you (“Client” or “you”) and Guide2HE Pathways (“we”, “our”, “us”), a higher education consultancy offering advice and services for university applications in the UK. By using our services, you agree to be bound by these Terms and Conditions and agree to abide by, comply and engage with our policies and procedures, including those required by Partner universities.

I. Services Provided

We offer consultancy services related to higher education in the UK, which may include, but are not limited to:

- Providing advice on university selection and course options.
- Assisting with university applications and personal statements.
- Offering guidance on visa applications, scholarships, and financial aid.
- Providing pre-departure and post-arrival services, including accommodation advice and support.

Our services may be tailored based on the specific needs and requirements of the Client.

II. Client Responsibilities

The Client agrees to:

- Provide accurate and complete information to the consultancy, including academic records, personal details, and supporting documents.
- Ensure that all documents submitted for university applications or other services are valid, accurate, and up-to-date.
- Pay any consultancy fees and additional charges for services rendered according to the agreed payment schedule (see Section 4).
- Respond promptly to any requests for additional information or clarification from us.

Failure to provide accurate or timely information may result in delays or complications with the services provided.

III. Consultancy Fees and Payments

- Our consultancy services may be subject to a fee, which will be outlined in the service agreement.
 - The Client agrees to pay the consultancy fees as outlined in the invoice or service agreement.
 - Payment must be made in full before certain services (e.g., submitting applications to universities).
 - All payments must be made through the approved payment methods (e.g., bank transfer, credit card, etc.).
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IV. Cancellation and Refund Policy

- If you wish to cancel the services, you must notify us in writing. Refund eligibility is based on the stage of service delivery at the time of cancellation:
 - If cancellation occurs before the initiation of services (e.g., before consultation or university selection), a full refund may be provided, minus any administrative fees.
 - If cancellation occurs after services have commenced, no refund will be provided for work already completed.
 - For services related to application submission or visa assistance, no refund will be given once the application process has begun.

Any request for a refund will be reviewed and processed according to our policy, and you will be informed of the decision.

V. Limitation of Liability

- While we make every effort to provide accurate and helpful advice, we do not guarantee acceptance into any university or program.
- We are not responsible for any loss, delay, or financial impact arising from university rejections, visa issues, or delays caused by external entities (e.g., universities, immigration authorities, etc.).

- Our liability to you in connection with the services provided is limited to the total fees paid by the Client for the services.
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VI. Data Protection and Privacy

- We take your privacy seriously and are committed to safeguarding your personal information. Your data will be processed in accordance with our **Privacy Policy**, which outlines how we collect, use, and protect your personal information.
- By engaging our services, you consent to the collection and use of your data as described in our Privacy Policy.

You have the right to request access to, correction, or deletion of your personal data as per applicable data protection laws.

VII. Intellectual Property

- Any materials provided by us, including but not limited to guides, templates, and advice, remain the intellectual property of [Consultancy Name]. You are granted a limited license to use these materials solely for the purpose of your university applications.
 - The Client may not copy, distribute, or use these materials for commercial purposes without our prior written consent.
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VIII. Indemnity

You agree to indemnify and hold us harmless from any claims, damages, or losses arising from:

- Your use of our services.
 - The provision of false or misleading information.
 - Any third-party claims related to your university applications or visa applications.
 - Any actions or omissions that violate applicable laws or university policies.
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IX. Amendments to Terms and Conditions

We reserve the right to modify or update these Terms at any time. Any changes will be communicated to you in writing, and the updated Terms will take effect as of the date

indicated. Continued use of our services after any changes constitutes your acceptance of the revised Terms.

X. Dispute Resolution

If a dispute arises, both parties agree to attempt to resolve it through mediation or other alternative dispute resolution methods before resorting to litigation.

If a resolution cannot be reached, the matter will be submitted to arbitration under Indian law.

XI. Contact Information

For any questions or concerns regarding these Terms and Conditions or our services, please contact us at:

Guide2HE Pathways

Address: 3/189, South Street, Ullikkottai, Mannargudi, Tamil Nadu, India, 614810

Email: info.guide2hepathways@gmail.com

Phone: +91 9597971664