



KENYA NATIONAL SPELLING BEE ONLINE CLASSES

TERMS AND CONDITIONS

GENERAL

These Terms and Conditions (“Terms”) are made between Kenya National Spelling Bee Limited, of the Odyssey, 84 Muthithi Rd. Westlands (“KNSB”, “We”, “Us”, “Our”), email: info@kenyaspellingbee.com and you, the User (“you”, “learner”) pertaining to our online tutoring/classes (“Services”).

You reserve all the rights not to join the online classes in case of disagreement with the terms and conditions; however, after joining, you will be bound to abide to the terms and conditions.

This document does not imply any legal obligations or rights for the learners; this is not a contract, however using the services will be considered as showing agreement to all the terms and conditions herein.

MEMBERSHIP

Classes are open to Kenyan learners in **Grade 4 - 8** or ages **8yrs – 14yrs**.

In order to access the services provided by us, you must complete registration by providing certain information as set out on the register now section of the KNSB website. Please refer to our [Privacy Policy](#) relating to our collection, storage and use of the details you provide on registration.

Signing up with us by any user under the age of 18 shall be deemed to be undertaken under the guidance of a parent or guardian and we shall not be responsible for any act of such a user conducted otherwise under the guidance of the parent or legal guardian.

You agree to ensure that your registration details are true and accurate at all times and you undertake to update your registration details from time to time when they change.

We reserve the right to terminate your membership at any time if you breach these terms and conditions.

KNSB reserves the right to cancel or amend the online classes and these terms and conditions without notice in the event outside of KNSB’s control. Any changes to the lessons will be notified to entrants as soon as possible by KNSB.

All materials, which include copy, content, images, layout, graphics, design and appearance belong to Kenya National Spelling Bee.

Our services are intended to be used by learners within **Kenya only**.



LEARNER REQUIREMENTS

- ⦿ When you use the services provided by KNSB, you must comply with all requirements directed by KNSB.
- ⦿ Any problem concerning a technical issue regarding a learner's personal computer or internet service provider is not the responsibility of KNSB. You must use a headset and microphone which must be plugged in and fully configured.
- ⦿ To notify us immediately should the learner become incapacitated in any way and unable to attend the booked tutorial. KNSB can notify your tutor on your behalf.
- ⦿ Only contact the tutor through facilities provided by us. Other means of communication are prohibited.
- ⦿ Not to publish any abusive comments about a tutor or another Pupil on the site or any other place including defamatory or derogatory comments.
- ⦿ You agree that you will treat the tutors with respect and not use obscenities, make threats, or discuss matters other than those directly related to the subject of the tutorial session.
- ⦿ You agree that you will not solicit any such information from any tutor, and agree that if any tutor ever discloses such information to you, asks you for any personal information or suggests any offline meeting or conversation, you will immediately report this to us.
- ⦿ Agree that all sessions will be recorded for lookback of Pupils, further training for tutors and be used for dispute resolutions if any conflict arises between you and KNSB.
- ⦿ You are not authorized to; copy, modify, reproduce, re-publish, sub-licence, sell, upload, broadcast, post, transmit or distribute any of the Lesson Materials without prior written permission unless prior written permission is provided by KNSB.

CLASS CANCELLATION

All class cancellations need at least 48 hours' notice. If you cancel with less than 48 hours' notice, you lose your paid-for class. If a teacher cancels within less than 48 hours' notice, you get a free class.

CLASS LENGTH

Each 1-hour Zoom class includes a 55-minute live class and 5-minutes to create a personalized class report, with more corrections, explanations, tips, quizzes and homework.

TECHNICAL ISSUES

Zoom is reliable and we provide online classes without experiencing almost any problems! If you have electricity or technical problems from your side, we cannot be responsible if you miss a class or part of a class. For quality control purposes, classes may be recorded.



PRICING

KNSB tutor(s) will conduct 3 (Three) classes weekly at Kshs.100 per class. A one-week payment of Kshs.300 or a monthly payment of Kshs. 1,200 shall be made upfront before lessons begin.

Classes shall be conducted every Tuesday, Thursday and Friday each week. Timings shall be **10AM – 11AM** and **2PM – 3PM** each day.

PRICING CONDITIONS

60-minute classes are 55 minutes of teaching + 5 minutes of class report writing.

Class packages must be used within 4 weeks. Classes unused within 4 weeks will expire.

A 100% refund of unused classes can be made within 2 weeks from the date of expire.

SCHEDULING CONDITIONS

Learners are responsible to check their scheduled classes in the online scheduling system. KNSB is not responsible for wrong booking times or dates. Scheduled times in the online scheduling system are in East African time zone, day & time. You can pay for and reserve classes anytime you want 24/7. You can study with the same teacher at the same time every week. If your teacher is unavailable, KNSB will notify and compensate you for the lost class.

CHILD PROTECTION

KNSB uses TSC approved tutors for all tutoring services. We take children protection extremely seriously and have created measures to ensure the safety of both pupils and tutors. We have a very strict child protection policy and procedures to ensure the safety of all Kenyan children in an online environment.

PRIVACY POLICY

KNSB respects your privacy and allows you complete control of your information. We share none of your information with anyone for any reason. Read a complete statement of [KNSB's privacy policy](#).