

IgaNow Terms and Conditions

(By Elevanda Ventures Ltd)



Agreement to Terms and conditions

By creating an account, applying to become a tutor, or registering as a parent/guardian on IgaNow, you agree to the following terms and conditions. Checking the box “I Agree” during sign-up has the same legal effect as signing this Agreement.

- **IgaNow Platform**, operating as Rwanda’s leading tutor marketplace and fully owned and managed by Elevanda Ventures Ltd (Hereinafter referred to as “Platform”), and
- **The Parent/Guardian** (hereinafter referred to as “the Client”).

IgaNow Parent/Guardian Agreement

(For Parents/Guardians — Platform: Elevanda Ventures Ltd)

Purpose

This Agreement outlines the terms of engagement between IgaNow and the Parent/Guardian for the provision of tutoring services through the IgaNow platform.

IgaNow's mission is to :



Elevate accessibility and enjoyment of private tutoring (both online and in-person).



Provide safe, professional, and qualified tutoring services.



Ensure a secure, transparent relationship between Parents/Guardians, Students, and Tutors.

Roles & Responsibilities — IgaNow

IgaNow (Platform):

- Connects students with verified tutors.
- Manages all scheduling and payments through the platform.
- Provides customer support to Parents/Guardians.

① Tutor Replacement Guarantee:

- If a Parent is not satisfied after the very first day, IgaNow will provide a replacement tutor (upon Parent request).
- In such cases, payments are redirected to the replacement tutor, not the original tutor.

Roles & Responsibilities – Parent/Guardian

Parent/Guardian (Client):

Provide accurate information about the student's needs and teachers conduct.

Ensure the student is available for scheduled lessons.

If a Parent cancels a session for personal reasons (e.g., family outing, travel, or other private matters), the Tutor will still receive full payment for that session, since the Tutor has reserved the time and cannot be held responsible.

Repeated cancellations by the Parent may affect service continuity and could result in administrative review.

Make timely payments exclusively through the IgaNow platform.

Request a replacement tutor (if needed) only after 1 Month or hourly agreed time.

Refrain from bypassing the platform for direct arrangements or payments.

Payment Terms

- All payments from Parents must be made through IgaNow.
- Payments are due for all scheduled lessons unless a cancellation is made with reasonable notice and mutually agreed with the Tutor.
- If a Parent cancels or skips a lesson for personal reasons without prior agreement, the Tutor will receive full payment for that missed session.
- IgaNow disburses tutor earnings at the end of the agreed-upon period (hourly, biweekly, or monthly), as approved by the Parent.
- IgaNow retains a **15% platform service fee** from all transactions.
- Any attempt to bypass IgaNow's payment system may result in immediate contract termination.

Confidentiality & Code of Conduct

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Parents must provide a safe and respectful environment for tutoring sessions.

”

“

Tutors' and students' privacy must be respected by Parents at all times.

”

“

IgaNow is committed to data protection and confidentiality for all users.

”

Duration & Termination

This Agreement takes effect upon signing and continues until terminated by either party with 7 days' written notice.

IgaNow reserves the right to terminate immediately in cases of:

Misconduct

Breach of agreement

Illegal activity

Dispute Resolution



Mediation

IgaNow Review

Unresolved Escalation

Referral to Rwandan Courts

IgaNow Tutors Agreement

(For Tutors — Platform: Elevanda Ventures Ltd)

Parties Involved

Platform

IgaNow, managed by Elevanda Ventures Ltd

Service Provider

Tutor

Purpose

1. This Agreement defines the terms under which the Tutor delivers tutoring services through the IgaNow platform.

2. It clarifies responsibilities, professional conduct, and the relationship between the Tutor and the Platform.

Platform's Role



IgaNow provides a digital market place
Connects tutors with parents/guardians.



IgaNow Manages
scheduling,
payments, platform
operations.



IgaNow does not
assume liability for
tutor misconduct,
academic results, or
legal issues arising
from the Tutor's
actions.

Tutor Responsibilities

Part 1

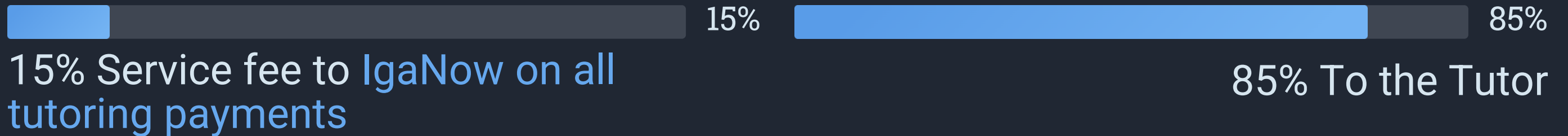
- Deliver lessons professionally and punctually.
- Maintain respectful communication with parents/guardians.
- Uphold integrity, professionalism, and care.

- Accept that in case of misconduct or abuse the Tutor alone will be held legally responsible, not IgaNow or Elevanda Ventures Ltd.

Part 2

- Avoid misconduct included but not limited to any form of sexual harassment, abuse, discrimination, offensive speech, or unprofessional conduct.
- Protect student/parent information.

Platform Fees & Payments

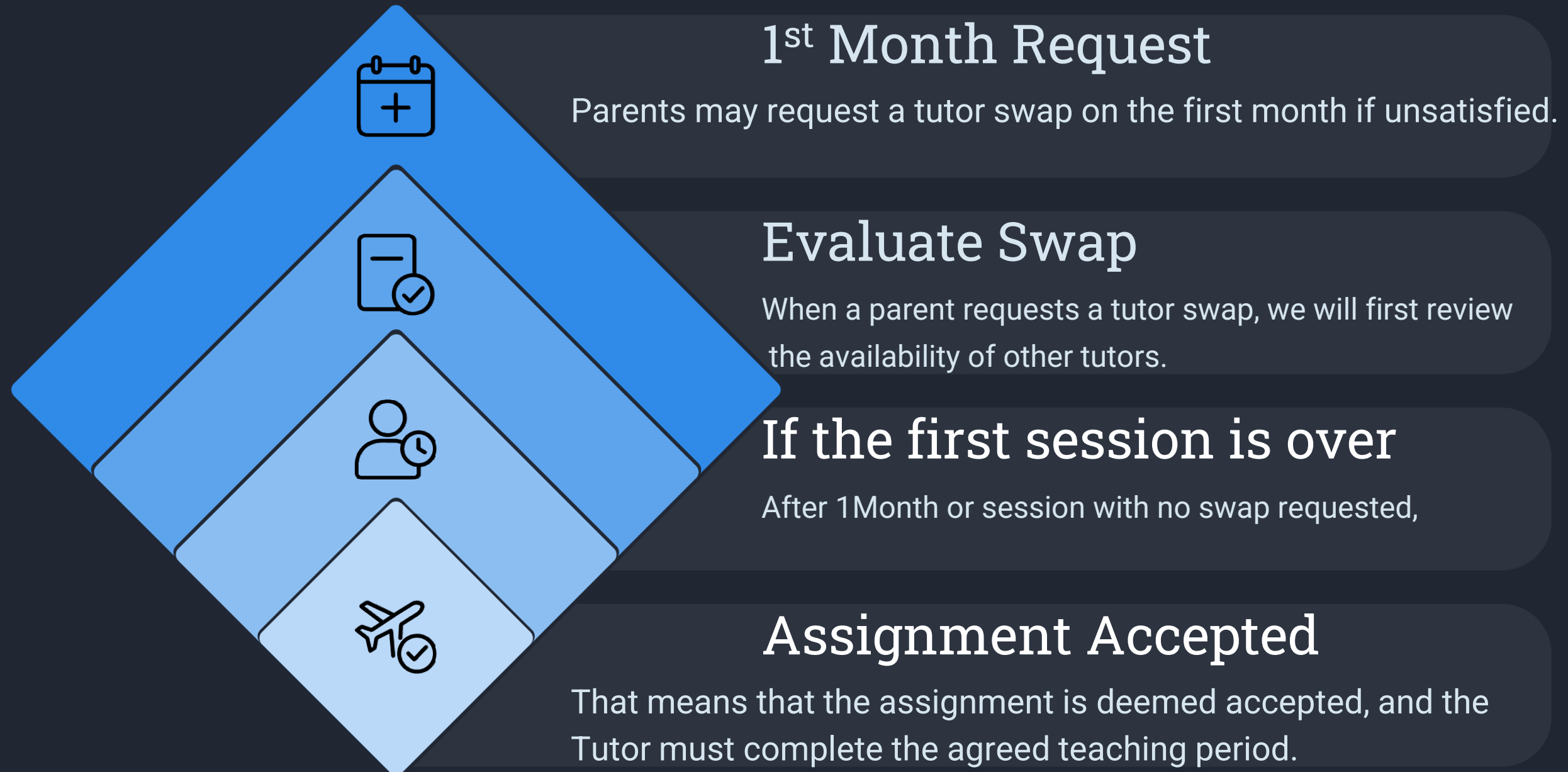


Tutors must not bypass the IgaNow to arrange private payments with parents. Any such action may lead to termination.

Refunds & Session Continuity

- If a Tutor fails to deliver scheduled lesson without valid communication parents are entitled to a refund only for missed lessons.
- IgaNow retains its 15% service fee
- Example: 8 booked sessions, 4 delivered → 4 refunded to the parent, The tutor receives the payment for the 4 sessions delivered minus the 15% platform fees.

1st Month Rule & Tutor Swap





Badge & Professional Identity

- Upon approval, It means Tutors receive the “IgaNow Verified Tutor” Badge.
- Tutors must honour this badge with professionalism, discipline, and high standards, as they represent the platform’s reputation.
- Misuse of the badge or unprofessional conduct may lead to permanent removal from the platform.

Duration & Termination

This Agreement takes effect upon signing and continues until terminated by either party with 7 days' written notice.

IgaNow may Immediately terminate for misconduct, breach, or fraud.

1

2

3

7 days' notice to terminate

Legal & Dispute Resolution

- Any misconduct (including harassment, abuse, or fraud) will be handled under Rwandan law, and the Tutor bears full legal responsibility.
- IgaNow will not liable in such cases.
- General disputes may first be resolved through IgaNow mediation, and if unresolved, escalated to Rwandan courts.

Key Points for the Tutors

by Checking the I agree box, the tutor acknowledge:

- Awareness of 15% platform fee.
 - Full legal responsibility for personal conduct.
 - Commitment to uphold IgaNow's reputation and professional standards.
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Agreement for Both Tutors and Parents/Guardians

By checking the box during registration, you confirm that:

- ☐ **You have read and understood these terms.**
 - ☐ **You agree to follow all platform rules.**
- ☐ **You acknowledge that checking the box is legally binding.**