



# Rated Educational Suppliers and Services



## Code of Practice

**Rated Educational Suppliers and Services** believes in high standards of integrity, transparency, quality and safeguarding thus our Code of Practice is mandatory for all members.

By using our services, you accept to comply with our Code of Practice which consists of our Guidelines and Terms and Conditions. If you do not agree with our Code of Practice and Guidelines, we kindly ask that you discontinue from using our services.

“Users” or “You” or “Members” means registered members regardless of free or paid membership.

“We” or “Our” or “Us” means **Rated Educational Suppliers and Services**



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## **Guidelines:** All users agree to:

- ★ Provide authentic reviews and responses in a fair and transparent manner
- ★ Uphold the highest degree of integrity
- ★ Behave in a professional manner, showing respect to all members
- ★ Pursue and achieve the highest standards of services and supplies.
- ★ Being transparent and precise about our identity, costs, terms and conditions and the nature of products, services and educational settings. Never to mislead or misinterpret information in any capacity
- ★ Providing high standards of customer service especially when complaints are received
- ★ Adhere to safeguarding requirements set out in educational settings, legal obligations in your business area including data protection
- ★ Taking reasonable steps to ensure Equal Opportunities to all, fostering an ethos where stakeholders regardless of race, age, gender, gender reassignment, pregnancy, religion, sexual orientation, disability, marriage or civil partnership are provided with the same opportunities.
- ★ Our Terms & Conditions





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## Terms and Conditions

For all registered users:

### **1. Registered Users**

- 1.1 All users of this site must register and create a profile in order to gain access to it.
- 1.2 You must either be working in an educational setting, be a supplier or service provider for the education industry in order to become a member.
- 1.3 You must register with your education or business email address.
- 1.4 All users must promise they are 18 or above, own or have the authority to operate under the institution or company they register as and upload content by.
- 1.5 Any user referring any educational setting, supplier or service provider is treated as the sender for each invitation and not Us. You must ensure all referrals comply with our Code of Practice as well as legal and regulatory requirements.



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- 1.6 All users are fully responsible for controlling administrators, accesses, security of your account and how your account is managed.
- 1.7 Bronze users are not permitted to use any of their ratings or reviews on their own or third party's personal websites, social media platforms or any other areas outside of **Rated Educational Suppliers and Services**. Failure to comply will result in Bronze users being liable to pay Us seven times the annual Gold user payment as compensation of illegal use of our data.
- 1.8 We really do appreciate user feedback and may use them without restriction or payment to you.
- 1.9 We reserve the right, without notice and prejudice to delete, suspend or change any profile when our Code of Practice has been violated. A deletion of a profile means you will no longer be able to access services on **Rated Educational Suppliers and Services** and we reserve the right to delete any content generated by yourself.
- 1.10 We reserve the right and without notice to delete your profile and content generated by yourself.

## 2. User Generated Content

- 2.1 Users are liable for the content they publish on **Rated Educational Suppliers and Services** and must ensure their content are accurate and genuine.
- 2.2 The user is not entitled to any royalty payments, payments, fees or compensations to any user generated content. We may freely use and without limitation any user generated content in any capacity and on our other platforms such as social media.





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2.3 Content generated by users must be lawful, not technically harmful, not misleading, abusive, profane, pornographic, ensure equal opportunities to all, not violate any intellectual property rights.

2.4 We reserve the right to request information to support any user generated content.

2.5 Members grant Us the right, if necessary to take legal actions which **Rated Educational Suppliers and Services** deem as necessary.

2.6 Members must indemnify Us from any claim which could be made against us as a consequence of Our members violation of our Code of Practice, legislation or user generated content.

2.7 We cannot guarantee any of the content, suppliers or services provided by members, thus make no warranties with regards to its accuracy and cannot be held liable nor for our own or others content or deletions.

2.8 Users cannot upload anything to our platform or services that include malicious code or viruses, fake reviews, fake content.

2.9 We reserve, at our own discretion and without notice the right to delete any content on our website.

### 3. Payment, Terms and Cancelations

3.1 Membership payments are billed and processed upfront at the point of joining for a 12-month commitment, renewable annually. All members reserve the right to cancel membership within 14 days of joining and will receive a complete refund.



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- 3.2 At the end of each membership period, your membership will automatically renew for a further membership period unless you have provided at least 30 days' notice by emailing [support@ratededu.co.uk](mailto:support@ratededu.co.uk) before the annual renewal to cancel or We terminate your membership. Gold, silver and bronze profiles and content will still remain even after termination of membership. Institutions reviews will still remain even after cancelation of membership.
- 3.3 If We do not wish to renew your membership at the end of your membership period, we will provide you with at least 30 days' notice before it ends.
- 3.4 In order for members to have complete access included in their membership, timely payments must be made. Please ensure We have accurate payment information. Failure to receive payment timely may result in the termination of your membership and access to our services.
- 3.5 We reserve the right to terminate your access and use of the services offered at any time, for any reason and without liability. If we do so or you choose to delete your profile, all rights granted to you will instantly cease.
- 3.6 If you have breached our Code of Practice, We may provide you 14 days' notice after receiving our notice of breach to rectify the breach before we terminate your membership or access.
- 3.7 We reserve the right to make changes to membership fees which will not be applied until at the point of membership renewal. If we have provided a discount to your normal membership fee, all discounts may end when your membership renews.
- 3.8 We will not owe you any refund or credit if you or we terminate your membership in accordance with these terms.





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## 4. General Terms

- 4.1 The website, content and services offered including all social media platforms, company names, trademarks are the property of **Rated Educational Suppliers and Services** or third-party owners (that are not Our members).
- 4.2 Reviews, opinions, recommendations etc. on **Rated Educational Suppliers and Services** are guidelines provided by members. We are in no case liable for any content on our site. Members are responsible and liable for the content they post.
- 4.3 **Rated Educational Suppliers and Services** are in no case liable for damages for the use of its site including any loss of turnover, business, profits, business opportunities, contracts, losses, corruption, loss, recovery of data, security breaches, goodwill, any third-party liabilities, indirect or consequential loss or damages in any manner.
- 4.4 We reserve the right at any time and without notice to revise or change Our services and Code of Practice which includes our Guidelines and Terms and Conditions. This includes modifications of the site. All Members agree the continued use of Our website is acceptance of any modifications to its Code of Practice which includes our Guidelines and Terms and Conditions.
- 4.5 Should any of these terms be regarded as without effect, unlawful therefore not to be enforced, it does not have an effect on the enforcement of the remaining part of our Code of Practice which includes our Guidelines and Terms and Conditions.



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## 5. Liability and Indemnity

5.1 We, including our services and affiliates have no liability arising from your use of our services for any loss or revenue, profit, loss, goodwill, loss of customers, loss of capital, loss of damage to reputation, loss of anticipated savings, loss of contracts, legal costs, expenses, special loss or damages.

5.2 We and our affiliates are not liable or responsible for your conduct or user generated content.

5.3 We and our affiliates total aggregate liability to you in any circumstances is limited to the total amount you paid Us for our services in the 12 months directly preceding the date on which the claim giving rise to the liability arose.

5.4 You will pay **Rated Educational Suppliers and Services** and each of our affiliates on demand the amount of all costs, legal costs, losses, expenses or other liabilities (regardless of their nature) that We or our affiliates incur or suffer arising out of or in connection with a third party claim against Us or any of our affiliates relating to your use of our services or any content provided by you and any claims against Us or any of our affiliates by you or any of your affiliates including employees, Governors, officers, directors, contractors, agents, shareholders, stakeholders related to user generated content.

5.5 We and our affiliates will always do their best and are not liable to you for any failure or delay in performance of any of our obligations under these terms rising out of the event or circumstances beyond our reasonable control.

## 6. Disputes

6.1 All concerns should be emailed to [support@ratededu.co.uk](mailto:support@ratededu.co.uk) so efforts can be taken to resolve all matters to everyone's satisfaction.