

Our Card Payment Guarantee

Oxford and Cambridge Tutors



What is the Oxford and Cambridge Tutors Card Payment Guarantee?

Our Card Payment Guarantee protects customers from payments taken in error. In the case of any incorrect payments, the payer is entitled to a full and immediate refund.

The Card Payment Guarantee protects customers in three ways:

1. **Notifications** — Customers are notified two days in advance of each card payment, giving time to review and query the payment if necessary.
2. **Refunds** — Customers are entitled to a full and immediate refund of any payment that has been taken in error.
3. **Card changes and cancellations** — Customers are entitled to change their payment card, or cancel card payments at any time.

Please note that our Terms and Conditions include a 48-hour tutorial cancellation policy. Paying by card is necessary because of legislation governing our industry, and is therefore part of our Terms and Conditions.

How secure are my payment card details?

No payment card information is ever stored on our systems. TutorCruncher, our tutor management system, uses [Stripe](#), one of the most secure and reputable payment processors available. Stripe complies with the Payment Card Industry Data Security Standards (PCI DSS). Stripe has been audited by an independent PCI Qualified Security Assessor (QSA) and is certified as a PCI Level 1 Service Provider. This is the most stringent level of certification available in the payments industry. For more information, visit Stripe's security policy [here](#). Your payment card details are safe.

The protection granted by the Card Payment Guarantee makes card payment a particularly safe and appealing payment method for users.