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Terms and conditions

Terms and Conditions

These are the terms and conditions subject to which we allow you to use Our Website. By visiting or using Our Website, or make an order for Services, you agree to be bound by them.

We are: Smart Future Commercial Brokers LLC, a company registered in Dubai, United Arab Emirates, number 1070514. Hereby referred to as “Our, Us or Company”

Our email address is: help@travelupskill.com

Our Website is at: www.Travelupskill.com

You are: Anyone who uses Our Website or buys any Service from us in any circumstances.

It is now agreed as follows:

1. Definitions

- “Detailed Specification” means the written specification of the Work you have instructed us to do, and which we will prepare for your approval.
- “Documentation” means the instruction manuals user guides and other documentation agreed to be written by you.
- "Intellectual Property" means intellectual property owned by us, of every sort, whether or not registered or registrable in any country, including intellectual property of all kinds coming into existence after today; detailed and including, among others, patents, trademarks, unregistered marks, designs, copyrights, software, domain names, discoveries, creations and inventions, together with all rights which are derived from those rights.
- “Our Website” means any website or service designed for electronic access by mobile or fixed devices which is owned or operated by us or any member of the Smart Future Commercial Brokers LLC group of companies. It includes all of the web pages owned by us.

“Price”	means the price for our Services as set out on Our Website.
“Services”	means all of the services available from Our Website, whether free or charged.
“Work”	means the work we do to provide the Services you have ordered.

2. Interpretation

In this agreement unless the context otherwise requires:

- 2.1. a reference to one gender shall include any or all genders and a reference to the singular may be interpreted where appropriate as a reference to the plural and vice versa.
- 2.2. a reference to a person includes a human individual, a corporate entity and any organisation which is managed or controlled as a unit.
- 2.3. in the context of permission, “may not” in connection with an action of yours, means “must not”.
- 2.4. the headings to the paragraphs to this agreement are inserted for convenience only and do not affect the interpretation.
- 2.5. any agreement by either party not to do or omit to do something includes an obligation not to allow some other person to do or omit to do that same thing;
- 2.6. any obligation of ours arising from this agreement may be performed by any other person appointed by us;
- 2.7. in any indemnity, a reference to costs or expenses shall be construed as including the estimated cost of management time of the indemnified party, such cost is calculated at \$100 per hour.
- 2.8. these terms and conditions apply to all supplies of Services by us. They prevail over any terms proposed by you.
- 2.9. this agreement is made only in the English language. If there is any conflict in meaning between the English language version of this agreement and any version or translation of this agreement in any other language, the English language version shall prevail.

3. Basis of contract

- 3.1. In entering into this contract you have not relied on any representation or information from any source except the definition and explanation of the Services given on Our Website.
- 3.2. If you use Our Website in any way and make an order on behalf of another person you warrant that you have full authority to do so and you accept personal responsibility for every act or omission by you.
- 3.3. Subject to these terms and conditions, we agree to complete the Work and to provide to you some or all of the Services described on Our Website at the Prices we charge from time to time.
- 3.4. You acknowledge that you understand exactly what is included in the Services and you are satisfied that the Services you intend to buy are suitable and satisfactory for your requirements.
- 3.5. So far as we allow use of our Intellectual Property, we grant a licence to you, limited to the terms set out in this agreement.
- 3.6. Our contract with you and licence to you last for 3 months from the date of payment. Any continuation by us or by you after the expiry of one year is a new contract in the terms then shown on Our Website. Your continued use of our Services after that shall be deemed acceptance by you of the changed Service, system and/or terms.
- 3.7. The contract between us comes into existence only when we write to you to confirm that we agree to provide to you the Service you want once we have received your payment. Your payment does not create a contract. If we decline to provide a Service we shall immediately return your money to your credit card.
- 3.8. We do not offer the Services in all countries. We may refuse to supply a Service if you live in a country we do not serve.
- 3.9. Subject to all the terms in this agreement, we authorise you to access and use Our Website and to download and print a small part of the content. This licence is conditional not only on your compliance with all of the terms of this agreement, but also on your using the Content only as intended by us, for your use in connection with the Work.
- 3.10. Some of our Services are now or may in future, be available to you only subject to additional terms. Those terms will be set out on Our Website. You now agree that if you choose to use any such service, the relevant terms will become part of this agreement.

- 3.11. If we give you free access to a Service or feature on Our Website which is normally a charged feature, and that Service or feature is usually subject to additional contractual terms, you now agree that you will abide by those terms.
- 3.12. We may change this agreement and / or the way we provide the Services, at any time. If we do:
 - 3.12.1 the change will take effect when we post it on Our Website.
 - 3.12.2 you agree to be bound by any changes. If you do not agree to be bound by them, you should not use Our Website or the Services.
- 3.13. Our contract terminates on the earliest of:
 - 3.13.1 our completion of any Work or Service for which you have paid us. If there is any doubt as to when this is, or was, then our decision is final;
 - 3.13.2 our having worked for the amount of time for which you have paid us, even if the Work is unfinished.
- 3.14. You do not become a client for the time when after completion of one piece of work we start another. Each piece of Work is a new retainer which terminates when that Work is done. If we should give advice on the same subject at a later time, that advice constitutes a separate contract and does not retrospectively extend the first contract for our Services.
- 3.15. There is no contract between us for any free Service, so you do not become a client by using any free Service and we are not liable to you in any way resulting from your use of any free Service.
- 3.16. Services will be delivered by your free download, by e-mail or by both of these, at our choice.
- 3.17. You agree that you are bound by these terms (or the latest version of them) for all future contracts with us, whether ordered through Our Website or in some other way.

4. Service provision

- 4.1. The Services are listed and described on Our Website. Once you have paid we will contact you to tell you what help we need from you and when we shall start, and complete our Work for you.

- 4.2. For the avoidance of doubt, our services are detailed here:
- 4.2.1 Our website www.travelupskill.com offers a student recruitment portal.
 - 4.2.2 We charge a professional fee for our services that is payable by you. We reserve the right to pay commissions or professional fees to third party in the course of service delivery to you.
 - 4.2.3 The fee you pay is non-refundable in any circumstance.
 - 4.2.4 The fee you pay is a one time service fee, any future engagement will incur further fees and terms and conditions at that time.
 - 4.2.5 The fee you pay does not include visa fees, travel costs, education and course costs, insurances, accommodation or any other expenses.
 - 4.2.6 You guarantee that you will not consider any student recruitment advice by any party other than authorised representatives of www.travelupskill.com. Authorised representatives can be verified by email to help@travelupskill.com for the avoidance of doubt to not consider any advice in relation to services offered by www.travelupskill.com by any party unless verified by us.
 - 4.2.7 We are not a Government agency.
 - 4.2.8 Our service does not guarantee that you will receive or be eligible for a student visa in Australia or any other country.
 - 4.2.9 We do not guarantee that we will obtain for you a certificate of enrolment into any educational facility.
 - 4.2.10 We do reserve the right to provide your information to our partners in order to provide the service you have engaged us for. By proceeding with this purchase you have consented to this and being contacted by our partners.
 - 4.2.11 You will need to meet the Australian Government Department of Home Affairs requirements and your visa approval or denial will be granted by this authority.
- 4.3. In order to provide the Services we need specific help from you, as follows:

- 4.3.1 Provide accurate responses and supporting information.
- 4.3.2 Ensure all supporting documentation is translated to English by a registered translation service.
- 4.3.3 Provide timely responses
- 4.3.4 Do not provide false or misleading information.
- 4.4. The provision of our Service relies on accurate information from you. If you are unable to provide us with the information we require for a period which extends the agreed timescale then we are entitled to payment in any event.
- 4.5. Our Services will be delivered by our portal, email and telephone communication or by two or more of these, at our choice and in the way we have explained in Our Website.
- 4.6. If we are not able to provide you Services within 10 days of the date of your order, we shall notify you by e-mail to tell you the likely provision date.
- 4.7. All monies paid by you to us are non-refundable and cancellation and/or termination of this agreement by you or us at any time for any reason will not entitle you to a refund of monies paid.
- 4.8. You may not share or allow others to use the Services in your name.

5. Price and payment

- 5.1. Prices for Services which you may buy as a consumer are inclusive of tax if applicable.
- 5.2. The Price of any Service may be changed by us at any time. But we will never change a Price so as to affect the Price charged to you at the time when you buy a Service.
- 5.3. Charges for Services are fixed whenever it is reasonably possible for us to ascertain the price.
- 5.4. When we do not provide fixed charges for the Service, we will charge by the hour. In that case all Work done, including all Documentation, letters, e-mails, faxes and telephone calls made and received will be charged on a time basis in minimum units of one tenth of an hour.
- 5.5. Estimates of charges will be provided to you wherever possible.

- 5.6. Payment will be due to us within 3 days of your receipt of our invoice.
- 5.7. Payment may be made by credit card to Our Website, by cheque, or by transfer to our bank account.
- 5.8. If we do not receive payment within the period required, we shall stop Work until you have brought your payment up to date.
- 5.9. It is possible that the Price may have increased from that posted on Our Website. If that happens, we will not provide the Services until you have confirmed that you wish to order at the new price.
- 5.10. Bank charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment in a currency other than United States Dollar or transaction fees will be borne by you.
- 5.11. Any details given by us in relation to exchange rates are approximate only and may vary from time to time.

6. Security of your credit card

We take care to make Our Website safe for you to use.

- 6.1. Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will encrypt your card or bank account details in a secure environment.
- 6.2. If you have asked us to remember your credit card details in readiness for your next purchase or subscription, we will securely store your payment details on our systems. These details will be fully encrypted and only used to process your automatic monthly payments or other transactions which you have initiated.

7. Foreign taxes, duties and import restrictions

- 7.1. If you are not in Dubai, we have no knowledge of, and no responsibility for, the laws in your country.
- 7.2. You are responsible for purchasing Services which you are lawfully able to import or use and for the payment of import duties and taxes of any kind levied in your country.

8. Representative liaison

- 8.1. With effect from entering into this agreement or your acceptance of these terms and conditions we and you will each nominate a representative who will be authorised to communicate in relation to the Services you have ordered and who will be responsible for:
 - 8.1.1 providing all information and Documentation reasonably required by us in order to fulfil the work you have engaged us to do.
- 8.2. Periodically our representative will inform you on the progress of the Work, reasonable intervals for progress communication is considered once per month. If we consider you to be requesting progress reports in unreasonable intervals we reserve the right to terminate your engagement of our services. The fee for your service become due and payable on engagement and subsequently you will not be entitled to a refund.

9. Dissatisfaction with the Services

- 9.1. Our most important task is to ensure your absolute satisfaction. We will always strive to reach that target. However, we acknowledge that mistakes are made occasionally. This paragraph covers that possibility. If you are not wholly satisfied with the Service, please tell us at the earliest opportunity:
 - 9.1.1 exactly why you think we have failed;
 - 9.1.2 the date, if relevant, of the failure;
 - 9.1.3 when and how you discovered the failure;
 - 9.1.4 the result of the failure;
 - 9.1.5 your suggestion as to an action we should take to resolve the situation and restore your faith in us.
- 9.2. To do this, it is essential that you contact us by email at the contact point on Our Website.
- 9.3. You now agree that you commit a breach of this contract if you seek repayment of money paid to us by asking your credit card provider to credit back a payment made to us, without attempting to seek repayment from us first. In that event, you agree that you will owe us

first the sum charged to us by our payment service provider and secondly a sum based on time spent at \$300 per hour in dealing with your breach. You also agree that this provision is reasonable.

10. Confidentiality

- 10.1. Both parties are aware that in the course of our Work for you either of us will have access to and be entrusted with information in respect of the business and operation of the other and their dealings, transactions and affairs, all of which information is or may be confidential.
- 10.2. We both now undertake for ourselves and every employee, or sub-contractor whose services we may use both during and after completion of the Work, that we will not divulge to any person whatever or otherwise make use of (and will use their best endeavours to prevent the publication or disclosure of) any trade secret or confidential information.
- 10.3. For the purposes of your above undertaking, the information will be deemed to include all information (written or oral).
- 10.4. Each of us now undertakes to the other to make all relevant customers, employees, agents and sub-contractors aware of the confidentiality of information and the provisions of this paragraph and to take all such steps as will from time to time be necessary to ensure compliance by its employees, agents and sub-contractors with these provisions.
- 10.5. Each of us now undertakes to the other that for the period of 12 months following completion of the Work they will not directly or by an agent or otherwise and whether for themselves or for the benefit of any other person induce or endeavour to induce any customer, officer or employee for the benefit of any other party.
- 10.6. The provisions of the last previous sub paragraph will not apply to either of us if the other becomes subject to bankruptcy, receivership or liquidation proceedings.

11. Intellectual Property

You agree that at all times you will:

- 11.1. not cause or permit anything which may damage or endanger our title to the Intellectual Property;

- 11.2. notify us of any suspected infringement of the Intellectual Property;
- 11.3. indemnify us for any loss or expense arising from your misuse of the Intellectual Property;
- 11.4. on the expiry or termination of this agreement immediately stop using the Intellectual Property except as expressly authorised by us in writing;
- 11.5. not use any name or mark similar to or capable of being confused with any name or mark of ours.
- 11.6. so far as concerns software provided or made accessible by us to you, you will not:
 - 11.6.1 copy, or make any change to any part of its code;
 - 11.6.2 use it in any way not anticipated by this agreement;
 - 11.6.3 give access to it to any other person than you, the licensee in this agreement;
 - 11.6.4 in any way provide any information about it to any other person or generally.
- 11.7. not use the Intellectual Property except directly in our interest.

12. Disclaimers and limitation of liability

- 12.1. The law differs from one country to another. This paragraph applies so far as the applicable law allows.
- 12.2. All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction an implied condition, warrant or term cannot be excluded, then this sub paragraph will be deemed to be reduced in effect, only to the extent necessary to release that specific condition, warranty or term.
- 12.3. Our Website and our Services are provided “as is”. We make no representation or warranty that the Service will be:
 - 12.3.1 useful to you;
 - 12.3.2 of satisfactory quality;
 - 12.3.3 fit for a particular purpose;

- 12.3.4 available or accessible, without interruption, or without error.
- 12.4. We claim no expert knowledge in any subject. We disclaim any obligation or liability to you arising directly or indirectly from information you take from Our Website.
- 12.5. We make no representation or warranty and accept no responsibility in law for:
 - 12.5.1 accuracy of any content or the impression or effect it gives;
 - 12.5.2 delivery of content, material or any message;
 - 12.5.3 privacy of any transmission;
 - 12.5.4 third party advertisements which are posted on Our Website or through the Services;
 - 12.5.5 the conduct, whether online or offline, of any user of Our Website or the Services;
 - 12.5.6 failure or malfunction of computer hardware or software or technical equipment or system connected directly or indirectly to your use of the Services;
 - 12.5.7 any act or omission of any person or the identity of any person who introduces himself to you through Our Website;
 - 12.5.8 any aspect or characteristic of any goods or services advertised on Our Website;
- 12.6. You agree that in any circumstances when we may become liable to you, the limit of our liability is the amount you have paid us in the immediately preceding 12 month period for the Services concerned.
- 12.7. Except in the case of death or personal injury, our total liability under this agreement, however it arises, will not exceed the sum of \$1,000 USD This applies whether your case is based on contract, tort or any other basis in law.
- 12.8. We will not be liable to you for any loss or expense which is:
 - 12.8.1 indirect or consequential loss; or
 - 12.8.2 economic loss or other loss of turnover, profits, business or goodwill even if such loss was reasonably foreseeable or we knew you might incur it.

- 12.9. This paragraph (and any other paragraph which excludes or restricts our liability) applies to our directors, officers, employees, subcontractors, agents and affiliated companies as well as to us.
- 12.10. If you become aware of any breach of any term of this agreement by any person, please tell us by email at help@travelupskill.com. We welcome your input but do not guarantee to agree with your judgement.
- 12.11. Nothing in this agreement will be construed as limiting or excluding our liability for death or personal injury caused by our negligence.

13. Indemnity

You agree to indemnify us against all costs, claims and expense arising directly or indirectly from:

- 13.1. your failure to comply with the law of any country;
- 13.2. your breach of this agreement;
- 13.3. any act, neglect or default by any agent, employee, you or your related parties.

14. Termination

- 14.1. This agreement may be terminated:
- 14.1.1 when the Work has been delivered to you.
 - 14.1.2 when we deem that we have provided the service to you and no further service can be provided.
 - 14.1.3 when we deem that you have provided false or misleading information.
 - 14.1.4 when you have been unsuccessful to be granted a certificate of enrolment in an educational facility.
 - 14.1.5 when we deem you are not a suitable candidate for further progression in your application.
 - 14.1.6 when your Visa application if submitted is refused.
 - 14.1.7 immediately by us if you fail to pay any additional sum due within 14 days of the date of submission of an invoice;

- 14.1.8 immediately by us if the other commits any material breach of any term of this agreement and which in the case of a breach capable of being remedied is not remedied within 14 days of a written request to remedy it;
 - 14.1.9 immediately by us if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business or assets of the other party or if a petition is presented or a meeting is convened for the purpose of considering a resolution or other steps are taken for the winding up of the other party or for the making of an administration or bankruptcy order (otherwise than for the purpose of an amalgamation or reconstruction).
- 14.2. Termination of this agreement by this paragraph will be without prejudice to any other rights or remedies to which a party may be entitled.

15. Miscellaneous matters

- 15.1. Our privacy policy is strong and precise. It complies fully with the current privacy law which is available on our website.
- 15.2. You undertake to provide to us your current land address, e-mail address and telephone number as often as they are changed together with all information that we may require to enable us to fulfil our obligations under this contract.
- 15.3. If any term or provision of this agreement is at any time held by any jurisdiction to be void, invalid or unenforceable, then it will be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it will be binding in that changed or reduced form. Subject to that, each provision will be interpreted as severable and will not in any way affect any other of these terms.
- 15.4. The rights and obligations of the parties set out in this agreement will pass to any permitted successor in title.
- 15.5. If you are in breach of any term of this agreement, we may:
 - 15.5.1 publish all text and content relating to the claimed breach, including your name and email address and all correspondence between us and our respective advisers; and you now irrevocably give your consent to such publication.

- 15.5.2 terminate your account and refuse access to Our Website;
 - 15.5.3 remove or edit content, or cancel any order at our discretion;
 - 15.5.4 issue a claim in any court.
- 15.6. Any obligation in this agreement intended to continue to have effect after termination or completion will so continue.
- 15.7. No failure or delay by any party to exercise any right, power or remedy will operate as a waiver of it nor indicate any intention to reduce that or any other right in the future.
- 15.8. When you visit Our Website or send messages to us by email, you are communicating with us electronically. We communicate with you by e-mail or by posting notices on Our Website. You agree that all our electronic communications satisfy any legal requirement that such communications be in writing.
- 15.9. Any communication to be served on either part by the other will be delivered by hand or sent by express post or recorded delivery or by e-mail.
- It will be deemed to have been delivered:
- if delivered by hand: on the day of delivery;
 - if sent by post to the correct address: within 72 hours of posting;
- 15.10. In the event of a dispute between the parties to this agreement, then they undertake to attempt to settle the dispute by engaging in good faith with the other in a process of mediation before commencing arbitration or litigation.
- 15.11. So far as the law permits, and unless otherwise stated, this agreement does not give any right to any third party.
- 15.12. Neither party will be liable for any failure or delay in performance of this agreement which is caused by circumstances beyond its reasonable control.
- 15.13. In the event of any conflict between any term of this agreement and the provisions of the constitution of a limited company or any comparable document intended to regulate any other corporate or collective body, then the terms of this agreement will prevail.

15.14. The validity, construction and performance of this agreement shall be governed by the laws of United Arab Emirates, Dubai and you agree that that any dispute arising from it shall be litigated only in that State.

