

Vygo Community Guidelines

Vygo is passionate about connecting people to share knowledge with each other. As we expand it's important that the community we create follows guidelines which reflect our standards and behavioural values. Vygo will work hard to enforce these guidelines to ensure that everyone in our community has a quality experience.

Vygo wants to help facilitate a quality and safe environment and is here to help resolve any issues which may arise. To help us do so we ask that our community cooperates with us in a timely manner. If you suspect that any community member has violated our Community Guidelines, please report to Vygo ASAP.

Vygo Tutor Guidelines

1. Subcontracting

When you accept a tutoring request, you must be the person who completes the tutoring. Asking someone else to complete it on your behalf is subcontracting, and not supported on the Vygo platform.

2. Publicly sharing private information

To maintain the integrity and authenticity of Vygo, our members are asked not to share private contact information.

To protect your safety and security, private contact details or 3rd party links are not allowed to be shared in the site including any comments and attachments. This includes business websites, Facebook, LinkedIn, Twitter, personal emails, phone numbers, addresses or personal websites.

3. Unacceptable behaviours

Community is at the heart of what we do at Vygo. Courtesy, mutual respect and seeing things from another person's perspective is essential. At Vygo, we do not tolerate the following negative behaviours, any of which will result in your content being removed and/or your account being suspended:

- **3.1 Hatred or violence**
- **3.2 Discrimination**
- **3.3 Harassment**
- **3.4 Illegal behaviours**
- **3.5 Trolling**
- **3.6 Behaviour conflicting with academic guidelines of your education institution**

4. Unsupported practices

At Vygo, we're committed to bringing communities together however this requires your support and cooperation. We do not support the following activities within our Vygo community, as it jeopardises the creation of a fair, transparent and trustworthy environment, which we highly value.

- **4.1 Fraudulent Vygo reviews**
- **4.2 Artificially improving public profile**
- **4.3 Discussion forum**
- **4.4 Harvesting member information**
- **4.5 Lead generation**
- **4.6 Plagiarism**
- **4.7 Academic Cheating**

5. Pricing and payments

To ensure a safe and rewarding environment for all members of the Vygo community, it's important to understand how pricing and payments work.

- **5.1 Tutor rates**
 - Though session lengths can be negotiated, advertised Vygo Tutor rates are final.
- **5.2 Payments**
 - Cash payments are not supported on the Vygo platform. To ensure that you get paid for a tutoring session our Vygo Pay system automatically transfers payments from the Tutee directly after a session.
- **5.3 Accurate banking details**
 - To ensure seamless transition of funds, please ensure your banking details are up to date in your [Payment Settings](#).

6. Account eligibility

We know you're eager to set up an account and get started on Vygo, but we need you to make sure you qualify for the below:

- **6.1 18 years or older**
 - All members of the Vygo community must be 18 years or older. This is a legal requirement as people under the age of 18 are not able to enter a legal contract with Vygo. Vygo reserves the right to request proof of age should this be necessary.
- **6.2 Legal working rights**
 - All Vygo Tutors must be legally entitled to perform the task. To maintain the highest standards in our Vygo community, we seek to avoid situations that may cause legal risks to any of our members.

7. Account administration

Now that you understand a little more about Vygo, we have some important information regarding accounts.

- **7.1 No account transfers**
 - Your account is your responsibility and you must maintain control of it. It must not be transferred to another person as your account and reviews reflect your skills and abilities.
- **7.2 No duplicate accounts**
 - Members may only have a single, active account on the platform. As your account reflects your reputation in the marketplace and represents your skills and abilities, any duplicate accounts attempting to disguise a member's history, will be removed immediately.

All Vygo members have an obligation to adhere to the Community Guidelines in accordance with the rules and regulations set out in the [Terms and Conditions](#) and [Privacy Policy](#).

Vygo Tutee Guidelines

The Vygo marketplace helps you gain access to tutors who can help you learn better. To create a safe, respectful and rewarding environment, we need you to follow the Guidelines below:

A. Tutoring services must be legal and allign with your academic institution's code of conduct

To ensure a safe and secure experience for all our members, all tutoring services posted must be legal. Soliciting, inducing or encouraging illegal acts are strictly prohibited. Scams are also not tolerated on Vygo and will be removed.

B. Set clear scope of tutoring service

The tutoring service required should be described clearly, and thoroughly, state what it is that you need help learning. Adding as much information as possible helps the Vygo Tutor understand expectations. This could include a description of a particular topic, assignment or exam which you are wanting to prepare for.

1. Subcontracting

When you conduct a session with a Vygo Tutor they must be the person who completes the task. If someone else comes to complete it, or if the Vygo Tutor brings someone to help, this is known as subcontracting and not supported on the Vygo platform.

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