
DT Masterclass Usage Policy

Hey there!

If you're reading this, nicely done. You seem like quite a responsible individual and that's pretty epic.

If you're younger than 18 (eighteen), make sure you call Mom, Dad or your legal guardian ("parents") to read these with you. If you use our website, we're going to assume that you've read these with your parents, and that they give you all of their permission to navigate and use our epic website.

If you are Mom, Dad, legal guardian or anyone else over 18 (eighteen) with the burning desire to learn, or pass on the gift of learning, it's so great to have you here. Just so you know, if you use this website, we're going to assume that you've read, understood and agreed to these Terms and Conditions.

We hope you find our website as epic as we do. We are so proud of it and hope that it goes a long way to bringing the gift of education to as many people possible. With that said, let's get into the stuff our lawyers want you to know.

1. What's the point of this document?

- a. In a nutshell, this is here to tell you what it means when you use <https://dtmasterclass.co.za/> and any other related domains, and/or social media platforms that relate to Pineapple Ventures, Disrupt Tutoring or DT Masterclass (Instagram, Facebook, YouTube, Twitter, LinkedIn, etc.).
- b. It's pretty much a legally binding contract between us (aka Pineapple Ventures (Pty) Ltd trading as DT Masterclass or "we" or any other related pronouns) and you (Learners, Mom, Dad, Legal Guardian, Gran, Granddad, Aunt, Uncle, Teacher, Tutor, and everyone else with burning desire to learn or teach).
- c. If you are a Sponsor, Tutor, Contributor or Affiliate, not only do we love you, but we have caringly created more specific T's and C's to guide our relationship. You'll find all of those [here](#).
- d. If you are a learner accepted into our bursary programme then all the T's and C's described below apply to you too, and there are some more specific one's for you throughout this document.

2. We're here to help, but we acknowledge that we're only human.

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- a. We're so grateful that you have made the decision (and have chatted to your parents to come to that decision) that our platform is useful. We just want to make it clear that our interests are pure and all the content we upload is there to help, but we aren't bound to help.
 - b. Also, every effort is made to make sure all content is totally accurate, but we may get it wrong sometimes (such is human nature). We are so grateful to you for your understanding in advance, and have put some channels in place so you can let us know if and when you spot an error, and we will rectify it as soon as we get the chance. You can send your feedback to feedback@disrupt-tutoring.co.za.
 - c. That said, we are not here to substitute the guidance given to you by your epic teachers. We're here to give you a feel for the practical application of some the tools that you've learnt in class. With that in mind, we can't be held liable for any liability, damage and/or loss that results from you using our platform, any errors in our content, or not being able to use our website.
- 3. When you register for DT Masterclass, not only do we admire your commitment, but there are a few things we need you to know and accept.**
- a. **The slices of our DT Masterclass pineapple.**
 - i. We think it's pretty epic that you'd like to join DT Masterclass, but we want to be honest with you from the beginning of our relationship, and want you to know about our different programmes (or as we like to call them, the slices of our pineapple).
 - ii. The Golden Pineapple programme. Spots are limited to 13 (thirteen) learners per class, where one of those spots are offered to a learner in our bursary programme. In short, the Golden Pineapple programme offers 2 (two) live streamlined, online lessons per week, for the duration of the course. Essentially, you'll have personal interaction during each lesson from our Master tutors.
 - iii. The Silver Pineapple programme. This programme is very similar to the Golden Pineapple programme, with a few exceptions. Firstly, you'll only have access to the pre-recorded course lessons from the Golden Pineapple programme. This includes two lessons per week, covering course content but you will not have the live interaction during each lesson. But you will still get the free workbook/study guide. The benefit of this programme is that spots are not limited.
 - iv. The Extra Slice of our pineapple (not available yet, but we've included this here for when it does become available). This monthly paid-for service can be registered for as its own slice, or as an added extra slice onto our Golden

and Silver Pineapple programmes. The Extra Slice is automatically added to a learner in our bursary programme. Basically, if you have a question you need answered in a hurry, then you'll be able to send your question to your Master tutor, and receive a personalised video answering that question, within a day or even less of you sending the question. We'll let all our members know as soon as this service becomes available.

b. The part where we give a bursary for our Golden Pineapple programme to a learner without the necessary resources to join the programme.

- i. Our first value is 'Everyone's welcome', and it will always be our first value, which is why in all of our Masterclasses, there will be a spot reserved for a learner who is eager to learn, but does not have the necessary resources (we're talking about financial resources here) to join the programme.
- ii. Our bursary programme can be applied for here: <https://dtmasterclass.co.za/apply-for-a-bursary/> and during the application process, we'll be looking for 3 (three) things: a need, an unquestionable desire to learn, and a proven work ethic.
- iii. So in applying for the bursary programme, we'll need a short video clip of you telling us why you need it, why you want it, and why you deserve it.
- iv. We promise to review your application as quickly as we can but you can expect to receive an answer within 15-20 working days. If it is a little longer than this, we do apologise in advance.
- v. If your application is unsuccessful, please don't take it personally, we promise we still love you. But you need to realise that spots for the bursary programme are still very limited. We will always let you know the reason should your application be unsuccessful.
- vi. If you are a bursary holder, then you need to know that we will keep our eyes on you, and you'll need to attend as many lessons as possible.
- vii. If for whatever reason you are unable to attend a lesson, please do let us know, and include a valid reason as to why you are unable to attend. We're not mean and can be very understanding.
- viii. If we feel that you are taking chances and are not using the programme to your advantage, we can cancel your bursary. We truly hope we won't need to.
- ix. If we do need to cancel your bursary, then you'll be liable for 50% of the fees for the total number of months in which the bursary was used. So the best

thing to do is just stick to the programme, and communicate with us as needed. We are reasonable, we promise.

- x. Your bursary with us will be valid for the entire course of a particular year. Once the course has finished, you will be able to apply for a new bursary for the following year, should you wish to do so. But remember we still get to decide whether you receive the bursary again.
- xi. If you are one of the lucky ones to hold a bursary through us, then you need to know that all of the sections below will apply to you as well, unless we say so otherwise.
- xii. After receiving a bursary through us, you'll be provided with login details.

c. The registration process.

- i. Registering for DT Masterclass is simple. We'll ask you for some details, you'll create your username and password, and you'll select the programme which you would like to register for.
- ii. If you've registered for the Golden or Silver Pineapple programmes, we'll then send you a link to complete a timed baseline assessment (bursary holders included). It may sound scary but it's not, we promise. We just want to see at which level are at, so that we can make our lessons extra epic for you.
- iii. If you've selected the Golden Pineapple programme, then you need to know that spots are limited to 13 (thirteen) learners per class. You need to be quick though because we offer these on a first come first serve basis.
- iv. But don't worry if you don't make it into the Golden Pineapple programme, we still love you and care about you, so we'll let you know immediately if you don't make it, and will offer you our Silver Pineapple programme.
- v. Whichever programme you choose, you'll have the option of adding on the Extra Slice of our pineapple, with a pretty epic discount. So you'll be able to get your questions answered in a personalised video, in a day or even less. Remember, we will let you know as soon as this service becomes available.
- vi. Once you've registered and written the baseline assessment (Golden and Silver Pineapple programmes), we'll then send you an invoice which needs to be paid before you start the course. But more on payment terms later.
- vii. Once we've received payment, you'll receive a free course pack (in PDF format) monthly, covering the topics for a particular month. By the end of

the year you'll have essentially created a workbook/study guide. If you do end up missing a payment, we unfortunately will only be able to send you the course pack for a particular month once your account is up to date.

- viii. Finally, for the part we're most excited for – you'll attend (Golden Pineapple) or watch (Silver Pineapple) the online lessons, and learn some pretty epic things.

d. The part where we get paid. Our payment terms. Bursary holders, you can skip this part.

- i. Now that you've gone through the process of getting registered. It's time for us to get paid, so that we can get you some epic advanced tutoring.
- ii. Once you've registered, you can decide whether you'd like to pay for the entire course up front, or if you'd like to pay monthly in advance. We'll give you an epic discount if you'd like to pay for the course up front.
- iii. We will issue you with an invoice either up front (if you choose to pay for the whole course in the beginning), or monthly, and payment will be due to us within 5 (five) days of us sending you the invoice. We're totally happy for payment to be made via EFT.
- iv. If you'd like to pay monthly for any programme, you need to know that payment works in advance, so you'll be paying upfront for a particular months lessons.
- v. Sadly, we'll only be able give you access to the course when we receive payment. It's not that we don't trust you, but we just need to protect ourselves.

e. Your free workbook/study guide is your responsibility (Golden and Silver Pineapple programmes).

- i. We admire your desire to learn, and believe that you should give it your own personal touch. So we will provide you with a free, partially completed workbook/study guide on a monthly basis which will be used and filled in during each DT Masterclass lesson. We will be sending it directly to your email address, so please make sure we have the correct details. It will be up to you ensure that the workbook/study guide gets filled in during each lesson. This is for your benefit later on.
- ii. That being said, we are not responsible for any section of your workbook/study guide that is not filled in. That will be on you, not us, but we still have a backup plan for you. You will be able to go back into the

recorded lessons and fill in the blanks should you need to do so. More on recorded lessons later.

- iii. We are also not responsible for any mistakes you may make while filling in your workbook/study guide. However, if you spot a mistake that we have made (yes, we sometimes also make mistakes), please do let us know so we can have it corrected as soon as we can.
- iv. We acknowledge that you are human (as are we), and that sometimes your workbook/study guide may disappear. If it happens to you, you can either find the email where we sent them to you, or you can contact us and we will email you a new copy of the workbooks that you need. You may send us an email to info@disrupt-tutoring.co.za with the subject line: "Oops, my DT Masterclass workbook is missing."
- v. Once you've asked us for a new copies of your workbook/course packs, we will do our best to get it sent to within 2 (two) working days.
- vi. Once you receive your new workbook/course pack, it will be your responsibility to go back through the recorded lessons and fill in your new workbook/study guide so that it has the same value as before it went missing.

f. Time to learn with DT Masterclass lessons.

- i. We value your education, and have therefore committed to giving you 2 (two) DT Masterclass lessons per week, if you're in the Golden Pineapple programme. Each of the lessons will be 1 (one) hour long covering course content, which you need to use to fill in your workbook/study guide. These 2 (two) lessons per week will also be used for learners in the Silver Pineapple programme.
- ii. If you have specific questions that you don't know the answer to, we're still happy help because we know that these are probably questions give you nightmares. If you do have a question, please send it to us through our sister platform, Disrupt Tutoring, and the direct link to send us a question can be found here: <https://disrupt-tutoring.co.za/send-us-a-question/>. Remember, when you use the link and visit Disrupt Tutoring's website, you'll be bound by the Privacy Policies and T's and C's contained therein.
- iii. Should you wish to send us a question through Disrupt Tutoring there are a few things that we know that you'll read, understand and totally agree to:
 - a. **Be cool** - Don't give us a question from a test, assignment, or exam that you're currently writing. Rather adjust the question, then share

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- it. Unless of course you got the question wrong in a test, assignment, or an exam, then we will do our best to guide you with where you went wrong, and fix the problem.
 - b. **Be chilled** – We get a lot of questions that adds to our already epic video database. So, we will get to your to yours as soon as we can. We ask that you'll be patient, and we'll respond with a personalised video just for you.
 - c. **Be nice** - Sometimes, try as we might, we may not have an answer for you. We will always let you know and help as much as we can.
- iv. If you need the answer to a question quickly, then you need to have the Extra Slice of our Pineapple (again, we will let you know as soon as this service is available):
- a. You've agreed to the extra monthly fee to get your question answered.
 - b. We'll promise to get one of our Master tutors to give you an answer to that question via a personalised video within a day, or even less.
 - c. You agree that your video will then be uploaded to our Disrupt Tutoring YouTube channel, where it will also give the gift of quality education millions of learners in South Africa, and the rest of the world.
 - d. Having the Extra Slice also means that you will be cool, be chilled, and be nice.
- v. Remember, before you go ahead and send us your question, we hope you have visited Disrupt Tutoring's incredible library of epic tutorial videos, because there is a good chance that your question, or a very similar question, has already been answered. Check them out [here: https://disrupt-tutoring.co.za/learn-with-us/video-tutorials/](https://disrupt-tutoring.co.za/learn-with-us/video-tutorials/).
- vi. You are a responsible individual and so attendance to each DT Masterclass lesson is entirely your responsibility. We won't force you, or beg you to attend each lesson, but we do recommend you attend all of them. After all, we just want to help you succeed. Of course, if you are a bursary holder, you are expected to attend.
- vii. We know that sometimes you may fall ill, get lazy, or simply have something come up that means you are not able to attend a lesson. We will miss you but there's no need for you to stress about it. All our lessons are recorded and you will be able to access the recorded lesson a later stage which you can use to catch up on the work that you missed. We do recommend you catch up sooner rather than later. If you are a bursary holder, we can't forgive laziness.
- g. **You're on camera. Our DT Masterclass lessons are recorded.**

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- i. We understand and know that you'll also understand that sometimes it's nice to be able to go back to previous lessons, just in case you missed something during the designated lesson time. Sometimes due to unforeseen circumstances you may not be able to attend a lesson. But stress less, we've got you covered.
 - ii. All our DT Masterclass lessons will be recorded. You'll be able to access the recorded lesson within 24 (twenty-four) to 48 (forty-eight) hours of the lesson ending. Access to these videos will be through a sign-in portal, with your own username and password. We trust you, and know that you'll keep those log-in details to yourself because it would be totally uncool if someone who hasn't paid is accessing the site as this would result in legal consequences.
 - iii. Since the lessons will be recorded, you agree that your name and/or face will be in the recorded video, and other viewers are likely to see same. We will do our best to edit this out but it may not always be possible.
 - iv. Parents and/or legal guardians, if your child is under the age of 18 (eighteen), we'll send you a consent form which you'll need to sign, consenting that you agree these lessons will be recorded.
 - v. As we mentioned earlier, the recorded lessons will also be used for our Silver Pineapple programme.
- h. We understand that you might need to leave but hope that you won't. If you need to, then we know you'll understand and agree to our cancellation policy (this doesn't apply to bursary holders).**
- i. We truly hope that you'll find our programmes useful, but just in case you don't or if you need to cancel for what ever reason, we'll be sad to see you leave but we will understand.
 - ii. If you've registered for any programme (Golden or Silver Pineapple, and/or the Extra Slice), you may cancel by giving us at least one calendar month's written notice.
 - iii. But because fees are paid in advance, you'll still have access to the programme for which you are registered for until the end of the month.
 - iv. By cancelling any programme (Golden or Silver Pineapple) that you have registered for, you need to know that access to previous videos will then be stopped, at the end of the month in which you cancel, of course.

- v. You will also be able to downgrade from the Golden Pineapple programme to the Silver Pineapple programme, should you wish to do so, with a calendar months' notice, and you will still have access to the Golden Pineapple programme until the end of the month when the switchover happens.
- vi. If you want to join any programme again, you'll then need to go through the registration process again.

4. How these general T's and C's relate to our other, more specific ones.

- a. We've already spoken about the other more specific T's and C's that apply to our epic Sponsors, Tutors, Contributors and Affiliates. If the specific T's and C's contradict these T's and C's, then the more specific T's and C's will apply where they apply to you.

5. Things don't stay the same for long (especially when you're a disruptor <subtle brag>).

- a. No doubt that we will constantly update this epic website of ours. We may even update these T's and C's. We love that we can do that by law and will make the most of this. Changes and additions will always be made to make your experience better.
- b. We don't like to think about it, but we also have the right to suspend this website, at any time, without any notice (let's hold thumbs that this never happens).
- c. It's up to you to stay up to date with these terms and conditions whenever you use our website.

6. Feel free to explore and share, just don't replicate.

- a. You are more than welcome to share anything on our website that you find useful, except of course any recorded lessons that form part of our Golden and Silver Pineapple programmes. We love the thought our knowledge being spread far and wide, helping as many people as possible. It would be epic if you could give us a shoutout whenever you did this, but you don't have to.
- b. What we are pretty serious and passionate about our website, it's vibe, feel and flow. We will never be willing to let you replicate it or pretend it's yours. Please be epic and respect this simple request.

7. Who does the stuff on our website belong to?

- a. Put simply, anything we create, or produce is ours (videos, articles, blog posts, pages, podcasts, audios, etc.).

- b. When it comes to videos, we own the explanation to the question in every video produced by us (or through Tutors/Teachers who are a part of the DT Masterclass or Disrupt Tutoring team). This does not necessarily mean that we are responsible for the question that we are answering or own the question which has either been taken from a freely available source (DBE or IEB, for example) or from a question sent through to us (much like tutor providing private tutoring to a learner, working through examples from textbooks or past papers).
- c. Blog posts written by Contributors belong to the Contributor and they have given us the right to publish their post on our website. Podcasts produced by us using the blog post belong to us, but we will always pay them tribute in the audio.

8. Cookies (just not the ones that go so well with milk).

- a. To make your experience that much more epic, we may collect and process cookies. But more on this in our Privacy Policy.

9. Just so we're clear, we're not responsible for a few things.

- a. If you suffer any harm, loss or damage because of our website or reliance on the content stored on our website or sending information through our website, we can't be held liable. This does not mean that we won't be truly sorry for you.
- b. We've also done everything we can to prevent any viruses or not so epic software from harming our website or its content. But, we can't guarantee that everything is free from those awful things and we can't be held responsible in this event. Let us know if you find anything weird going on.

10. We're proudly, legally South African.

- a. Read all our T's and C's with South African law in mind. Also, we're not keen on heading to court and we're pretty reasonable individuals, so if you feel something could be improved, contact us and we can have a chat. But if it's absolutely necessary, the Magistrate's Court will have jurisdiction.

11. These T's and C's are always valid.

- a. Even if we don't seem to be super strict when it comes to these T's and C's, that doesn't mean that aren't always in place and valid.

12. Always feel free to reach out to us.

- a. Save our email address, info@disrupt-tutoring.co.za and reach out whenever you feel like it.

13. Then a summary of all the other legal stuff.

- **Website owner:**
 - <https://www.dtmasterclass.co.za> and all related domains are owned by Pineapple Ventures (Pty) Ltd (South African registration number 2020/427411/07).
- **Legal status:**
 - Pineapple Ventures (Pty) Ltd is a private company, duly incorporated in terms of the applicable laws of South Africa.
- **Directors (Pineapple Ventures (Pty) Ltd):**
 - Mr J.P Harris
 - Mr W.K. Stanton-Jones
- **Description of main business of DT Masterclass:**
 - A provider of advanced tutoring, bringing you streamlined, virtual classes, personal interaction, free study guides, and master tutors.
- **Email address:**
 - info@disrupt-tutoring.co.za
- **Website address:**
 - <https://www.dtmasterclass.co.za>