



Terms and Conditions

Thank you for choosing our services. These terms are provided by Gustavo Ferraz, who operates ptewhat.com.

Booking and Session Details

Schedule your sessions through our website, ptewhat.com. Each learning session is one hour in duration. Recording sessions without prior written agreement is prohibited.

Membership Options and Benefits

We offer various membership levels, each with distinct benefits tailored to your learning journey. Details of what each membership level includes can be found on our website. Memberships provide access to a range of resources, including live sessions, video courses, and our practice platform.

Lesson Booking and Scheduling

Included in some membership packages is the right to book a specific number of lessons. To ensure you get the slots that suit you best, we recommend booking these lessons early. All lessons must be booked and attended within the validity period of your membership. Failure to book or attend the lessons within this period will result in their forfeiture. Students have the ability to reschedule their lessons once, provided the rescheduling is done at least 24 hours before the scheduled lesson time. Rescheduling is not permitted within 24 hours of the lesson's scheduled start time. For those with impending test dates or who require specific scheduling preferences, we recommend checking the booking calendar early to secure your preferred lesson times.

Access to Practice Platform

With the subscription of any membership, we provide access to an extensive practice platform maintained by a third-party partner. This includes a limited number of full mock tests, section mock tests, and over 4000+ questions for practice, alongside a knowledge base and text-based supporting materials. We are not responsible for disruptions or bugs on the third-party platform, but will work with our partners to resolve any issues promptly.

Usage Rights and Restrictions

Membership content and access rights are strictly individual and non-transferable. Sharing login details or allowing others to use your account is strictly prohibited and violates our terms of service. We employ monitoring software to track login activities and patterns. Any detected suspicious activity will undergo further analysis, and if misuse is confirmed, it may result in immediate termination of the membership without a refund and the imposition of applicable penalties.

Service Availability

We may experience downtime due to maintenance, updates, or unforeseen circumstances. We will communicate significant disruptions and aim to restore service as promptly as possible.

User Conduct

Respectful and constructive engagement is required. Violations may result in service termination without a refund.

Payment Information

Payments are processed via credit card. For comprehensive details on payment methods and terms, refer to our website. Membership fees are based on the rates stated on our website at the time of purchase. Memberships do not auto-renew..

Privacy Policy

We are committed to protecting your personal information in accordance with Australian data protection laws.

Intellectual Property Rights

The content provided through our services is owned by Gustavo Ferraz or our licensors. Purchases grant a limited license for personal, non-commercial use.

Modification of Services

We reserve the right to modify, suspend, or discontinue any service component at our discretion without prior notice.

Limitation of Liability

Our responsibility does not extend to academic performance or test results, as these depend on individual effort and external factors.

Third-Party Links and Services

While not responsible for external content or services, we commit to addressing related issues within our capacity.

Dispute Resolution

Any disputes will be addressed through mediation or alternative dispute resolution under Australian law.

Amendments to the Terms

We reserve the right to amend these terms, with continued use of our services constituting acceptance of the new terms.

Governing Law

These Terms and Conditions are governed by Australian law.

Any further questions, please contact us at

ptewhat@gmail.com or +61 0450 450 987.