



TERMS AND CONDITIONS OF EDUCATIONAL SERVICES (PUBLIC OFFER)

§1. GENERAL PROVISIONS

1.1. This Agreement constitutes a Public Offer under Cyprus Contract Law, governing the provision of educational services by ID.FRONTISTIR E.N.A. HOMEWORK TO GO ("Institution").

1.2. The services provided under this Agreement are limited to the registered subjects approved by the Ministry of Education, Culture, Sport, and Youth in accordance with Certificate Of Establishment And Operation Of A Private Tutorial Center.

1.3. Acceptance of this Agreement by the Customer ("Customer"), defined as the parent or legal guardian of the enrolled minor ("Child" or "Student"), shall be legally binding upon:

- Payment of an invoice, either in full or partially, in accordance with the agreed payment terms, or -
- submission of an electronic or written confirmation of acceptance.

1.4. This Agreement is governed by the laws of the Republic of Cyprus.

1.5. The services provided under this Agreement are exempt from VAT pursuant to the Cyprus VAT Law, provided that they qualify as educational services delivered by a licensed Private Tutorial Center as per the applicable law.

§2. SERVICE TERMS AND CONDITIONS

2.1. The Institution shall provide educational services in compliance with the Private Tutorial Centers Law of Cyprus. The Institution does not offer automated, pre-recorded, or self-paced digital educational services under this Agreement.

2.2. The services shall be delivered in-person at the registered tutorial center.

2.3. The Institution reserves the right to modify schedules or reschedule classes based on administrative needs, provided that reasonable notice is given to the Customer.

2.4. The Institution shall provide an appropriate academic schedule, ensuring compliance with the approved syllabus and teaching standards.

2.5. The Institution may introduce extracurricular activities at an additional cost, subject to Customer approval.

§3. PAYMENT TERMS

3.1. The fees for the services shall be outlined in the official invoice, which must be paid via bank transfer.

3.2. The Customer agrees to pay the full tuition fee before the commencement of services. The Institution may allow partial payment on an invoice basis, subject to a payment schedule agreed upon in writing between the Parties.

3.3. Failure to pay the invoice on time may result in the suspension of services.

3.4. Any additional fees for optional services (such as excursions or extracurricular activities) must be agreed upon in writing and invoiced separately.

§4. REFUND AND CANCELLATION POLICY



4.1. It is the Institution's strict policy that all payments made under this Agreement – including but not limited to tuition fees, reservation fees, deposits, and registration fees – are non-refundable and non-transferable under any circumstances and shall be considered a guarantee of the Student's attendance for at least one academic year. These payments do not constitute advance payments, but a contractual commitment for the full academic year.

4.2. The inability or unwillingness of the Customer or Student to continue with lessons, for any reason, including but not limited to withdrawal, relocation, dissatisfaction, or force majeure, does not exempt the Customer from the obligation to pay the full academic year's fees. In the event the Student ceases to attend the Institution, no refund shall be due, and any outstanding balance must be settled in full.

4.3. The Institution reserves the right to withhold certificates, transcripts, and academic records until all fees have been paid in full.

§5. RIGHTS AND OBLIGATIONS

5.1. Institution's Obligations:

- Provide qualified educators for registered subjects.
- Ensure a safe and structured learning environment.
- Notify customers of any schedule changes or major policy updates.

5.2. Customer's Obligations:

- Ensure the Child attends scheduled lessons.
- Notify the Institution in advance of absences.
- Adhere to all institution rules and policies.

5.3. Code of Conduct:

- The Institution reserves the right to expel students in cases of repeated misconduct, without refund.
- Disruptive behavior by students may result in disciplinary actions, including temporary suspension.
- The Institution reserves the right to expel students in cases of repeated misconduct, without refund.

5.4. Gross violations of the Agreement include, but are not limited to:

- Rude unsocial behavior;
- Violation of administrative or criminal law;
- Disrespectful behavior toward staff and students;
- Possession of property belonging to others without permission;
- Bullying or harassment;
- Violation of physical integrity (e.g., physical altercations, threats of harm).

5.5. Any gross violation of the Agreement as listed above shall result in immediate expulsion without refund.

§6. DATA PROTECTION AND PRIVACY (GDPR COMPLIANCE)

6.1. Personal data shall be processed in compliance with EU GDPR (Regulation 2016/679) and Cyprus Data Protection Law 125(I)/2018.

6.2. Data is collected only for educational purposes and shall not be shared with third parties without explicit consent, except where required by law.

6.3. Customers have the right to access, correct, delete, or restrict processing of their personal data.

6.4. Data will be retained for a maximum of three (3) years post-service, unless required by law.

7. LIABILITY AND LIMITATION OF RESPONSIBILITY

7.1. The Institution shall exercise due care and diligence in providing educational services but shall not be liable for:

- Any personal injury or loss of property unless caused by gross negligence.
- Interruptions due to force majeure (e.g., natural disasters, government restrictions, wars).
- Indirect or consequential damages arising from service use.

7.2. The Customer remains responsible for ensuring the Child's safe arrival and departure from the Institution.

7.3. If services are disrupted due to government-imposed restrictions (e.g., lockdowns, public health measures), the Institution may transition to online learning without refund obligations. Transition to online learning shall maintain the interactive nature of educational services to preserve the tax-exempt status under Cyprus VAT Law.

8. FORCE MAJEURE

8.1. The Institution shall not be held responsible for delays or failure to perform obligations under this Agreement due to events beyond reasonable control, including but not limited to:

- Natural disasters, pandemics, wars, strikes, government restrictions.

8.2. If force majeure persists for more than one (1) month, either party may terminate the Agreement without penalties.

9. FINAL PROVISIONS

9.1. Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of the Republic of Cyprus.

9.2. Customers retain the right to withdraw from this Agreement within 14 days of acceptance, in compliance with Law 112(I)/2021 (Consumer Protection Law).

9.3. This Agreement is publicly accessible on the Institution's website and constitutes full legal acceptance upon payment and enrollment.

9.4. Amendments to this Agreement may be made by the Institution and shall be deemed accepted upon continued use of services.

By accepting this Agreement, the Customer acknowledges full understanding and acceptance of its terms.



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