



TERMS AND CONDITIONS

Last Updated: July 10, 2026

1. PROVIDER INFORMATION

These Terms and Conditions (“Terms”) govern the use of the website, platforms, services, and goods provided by ID. FRONTISTIRIO E.N.A. HOMEWORK TO GO, a company incorporated in the Republic of Cyprus (Company number: HE 375952), with its registered address at Miltonos 44, 3050 Lemesos, Limassol, Cyprus. The company operates under the trademark NEO STUDY (hereinafter “Provider”, “School”, “we”, “us”, or “our”).

2. SCOPE AND ELIGIBILITY

The website will provide clear and accurate information regarding the terms and conditions of the services and/or goods offered by **Neo Study International School**. This includes details about the educational programs, extracurricular activities, food services, transportation options and branded materials.

These Terms apply to all website users, parents/legal guardians purchasing for minors, and individuals purchasing educational services or goods.

By accessing the Website or completing a purchase, you confirm you have read and agreed to these Terms.

Users must be at least 18 years old or act through a legal guardian. By placing an order, you confirm your legal capacity to enter into a binding contract.

The Parent/Guardian undertakes the responsibility to provide accurate information regarding the child’s language proficiency, age, and behavioral/educational needs during enrollment. The School reserves the right to immediately terminate the contract and suspend the student from the program without any refund if: (a) the student's language skills prevent them from safely and effectively following the educational curriculum, or (b) the student violates the School's internal code of conduct, exhibits aggressive behavior, or poses a safety risk to themselves or others.

3. DESCRIPTION OF SERVICES

The Provider offers educational programs, support, including but not limited to:

- Offline educational programs educational support services.
- Homework assistance, tutoring, and group/individual educational sessions.
- Offline and digital educational programs and content.
- Related ancillary services such as food services, transportation, and branded merchandise.



Detailed descriptions, duration, and pricing are specified on the Website or in individual agreements.

4. CONTRACT FORMATION AND PAYMENTS

The display of services, camps, and programs on the Website does not constitute a binding legal offer, but an invitation to treat (*invitatio ad offerendum*). A binding contract is formed only upon the issuance of an explicit written Enrollment Confirmation by the School to the Parent/Guardian and the receipt of the respective payment. The School reserves the absolute right to refuse enrollment or service provision to any applicant at its sole discretion prior to the issuance of the written Enrollment Confirmation, without providing reasons.

All prices are in Euro (EUR). If a currency conversion is required, a surcharge may be applied and communicated during checkout.

The payment conditions will be explicitly outlined on the website and/or in the relevant Agreement between parents (legal guardians) and School.

We reserve the right to suspend access to services if payments are delayed.

All transactions are processed via secure third-party gateways. Your card issuer may charge additional fees for which we are not responsible.

When purchasing education services, extracurricular activities, food services, transportation services or branded materials, you agree to abide by these terms and conditions. This includes providing accurate and complete information, adhering to payment deadlines, and complying with any cancellation policies.

We undertake the responsibility of collecting the required funds for educational fees, extracurricular activities fees, food services, transportation services, and branded materials from parents or guardians. Subsequently, Neo Study International School will make payments to the relevant service providers on behalf of the parents or guardians, ensuring the provision of these services.

Withdrawal methods, such as refunds or reimbursements, are applicable only in specific circumstances and will be determined on a case-by-case basis. If applicable, the available withdrawal methods and their associated timeframes will be communicated to you by our support team.

5. REFUND AND CANCELLATION POLICY

As Educational Services are time-bound services, they are generally non-refundable once the program starts. However, if there are exceptional circumstances or valid reasons, customers may

contact our customer support team to discuss potential options. The decision regarding such requests will solely be at the discretion of the school management.

Refunds for education services may be considered in exceptional cases, such as unexpected school closure or program cancellation. Customers should contact our support team to discuss their specific circumstances and explore possible refund options.

Returns of Physical Goods (e.g., School Supplies, Merchandise) are accepted within 14 days of delivery only if the item is defective, unused, and undamaged. Refunds for physical goods will be processed if the return conditions are met. Refunds will be issued either via a voucher or to the original payment method used for the purchase within a reasonable timeframe.

Approved refunds are subject to administrative fees and non-recoverable costs.

Personalized items and digital/downloadable products are strictly non-refundable.

Considering that the School will arrange the specific space, teachers, and organizing groups based on the customer's demand (i.e., specific number of pupils), customers may not cancel their participation in extracurricular activities by contacting Neo Study International School. However, customers are allowed to request a change in their extracurricular activity selection, provided they inform the school at least 30 days before the intended date of changing the activity. The School will assess the possibility of the change based on availability.

All requests must be sent to info@neostudy.school with proof of purchase and other necessary documentations and explanations.

6. INTELLECTUAL PROPERTY

All materials, methodologies, digital resources, and website content are the exclusive intellectual property of the Provider. Unauthorized reproduction or distribution is strictly prohibited.

7. LIMITATION OF LIABILITY

Educational services are designed for support; we do not guarantee specific academic results or grades.

Our liability is limited to the maximum extent permitted by Cyprus and EU law. We are not liable for indirect or consequential losses.

We are not responsible for service failures caused by events beyond our control, including pandemics, strikes, or technical failures of the internet.

8. DATA PROTECTION AND PRIVACY



Your personal data is processed in strict accordance with the General Data Protection Regulation (GDPR) and our Privacy Policy. By submitting an inquiry, completing a lead form, or providing contact details on this Website, you explicitly acknowledge and agree that the School may process your data for communication, verification, and direct marketing purposes as outlined in our Privacy Policy.

9. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms are governed by the laws of the Republic of Cyprus.

Parties shall first attempt to resolve any dispute amicably. If unresolved, the courts of Cyprus shall have exclusive jurisdiction.

10. AMENDMENTS

The Provider reserves the right to update these Terms at any time. The version active at the time of your contract conclusion remains the applicable version for that transaction.

ID.FRONTISTIRIO E.N.A. HOMEWORK TO GO, a company incorporated in the Republic of Cyprus, company number HE 375952, registered address: Miltonos 44, 3050 Lemesos, Limassol, Cyprus ACCOUNT NUMBER: 357037296711 | CURRENCY:Euro | ACCOUNT TYPE:CURRENT PAPER FORMAT: CY82 0020 0195 0000 3570 3729 6711 ELECTRONIC FORMAT: CY82002001950000357037296711 SWIFT address (BIC code) of Bank of Cyprus Public Company Ltd is BCYPCY2N