

## REFUND POLICY

Last Updated: May 8, 2026

This Refund Policy governs payments, refunds, recalculations, withdrawals, and dispute handling related to educational services.

By making payment for services, users, parents, or legal guardians agree to this Refund Policy.

### 1. ACTIVATION OF SERVICES

Educational services are considered activated upon:

- providing access to platforms or systems;
- issuing login credentials;
- adding the student to schedules or groups;
- providing access to educational materials;
- initiating onboarding processes;
- beginning educational or administrative support.

Upon activation, the school reserves:

- student placement;
- teacher allocation;
- schedules;
- administrative and technical resources;
- platform and LMS access.

### 2. MONTHLY TUITION

Tuition is charged for the applicable academic month regardless of:

- actual attendance;
- number of attended lessons;
- viewing of recordings;
- use of educational materials;
- participation in specific activities.

After activation of services, payment for the current academic month is considered used and non-refundable.

Student absence, missed lessons, personal circumstances, scheduling conflicts, or voluntary discontinuation of participation do not constitute grounds for refund or recalculation of the current month's tuition.

### 3. DISCOUNTED AND SPECIAL PRICING

Discounts may be offered for:

- multi-month enrollments;
- semi-annual payments;
- annual payments;
- promotional or special pricing arrangements.

Such discounts are provided based on long-term participation commitments.

If educational services are terminated early, previously applied discounts may be canceled and tuition may be recalculated using the standard monthly tuition rate without discounts.

Refunds, if applicable, may only apply to full unused academic months after recalculation.

#### 4. REFUNDS BEFORE ACTIVATION

If a refund request is submitted before activation of services and before access is provided, a full refund may be issued.

After activation of services, this Refund Policy applies in full.

#### 5. WITHDRAWAL FROM PROGRAMS

Users, parents, or legal guardians may discontinue participation at any time by notifying the school through official communication channels.

Discontinuation of participation does not release the user from payment obligations for the already activated current academic period.

#### 6. MISSED LESSONS

If a student misses lessons:

- lesson recordings may be provided;
- additional homework may be requested;
- missed lessons are not rescheduled;
- missed lessons are not compensated;
- tuition recalculation is not provided.

#### 7. SCHEDULE CHANGES AND SUBSTITUTE TEACHERS

The school may:

- modify schedules;
- reschedule individual lessons;
- provide substitute teachers;
- implement organizational adjustments

where reasonably necessary for educational operations.

Teacher substitutions or schedule adjustments do not constitute grounds for refunds.

#### 8. ACADEMIC RECORDS AND REPORTS

To receive a full annual report card, a student must participate in the educational program for a minimum of six months during the academic period.

If participation ends earlier, the school may provide:

- partial academic records;
- progress reports;
- attendance information;
- records of completed materials.

The school reserves the right to determine the format and scope of academic records based on the actual period of participation.

#### 9. CHARGEBACKS AND DISPUTES

In the event of concerns, disputes, or complaints, users, parents, or legal guardians agree to first contact the school in an attempt to resolve the matter before initiating chargebacks or formal disputes.

The school will make reasonable efforts to review concerns in good faith and seek appropriate solutions consistent with applicable law and internal policies.

#### 10. TECHNICAL ISSUES AND EXTERNAL CIRCUMSTANCES

The school is not responsible for:

- internet connectivity issues;
- user device failures;
- interruptions of third-party platforms;
- actions of third parties;
- circumstances beyond the school's reasonable control.

Such circumstances alone do not automatically constitute grounds for refunds.

#### 11. CHANGES TO THIS POLICY

The school may periodically update this Refund Policy.

The current version will be published on the website.

Continued use of services after updates constitutes acceptance of the updated Policy.

#### 12. CONTACT INFORMATION

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