

TUTORING REFUND POLICY

Last Updated: May 8, 2026

This Tutoring Refund Policy governs tutoring payments, package validity periods, lesson cancellations, rescheduling, package freezes, recalculations, refunds, and dispute resolution procedures.

By purchasing tutoring services, users, parents, or legal guardians agree to this Policy. Tutoring services reserve teacher time, scheduling capacity, and administrative resources.

1. TUTORING SERVICE FORMATS

Tutoring services may be provided in the form of:

- individual lessons;
- group lessons;
- monthly subscription programs;
- specialized preparation programs.

2. LESSON PACKAGES AND VALIDITY PERIODS

Individual tutoring may be purchased in the following packages:

- 1 lesson;
- 12 lessons;
- 36 lessons;
- 72 lessons.

Package validity periods:

- 12 lessons — 6 weeks plus up to 1 month of freeze time;
- 36 lessons — 3 months plus up to 1 month of freeze time;
- 72 lessons — 6 months plus up to 2 months of freeze time.

Package duration is calculated based on the recommended study intensity.

Any unused lessons remaining after expiration of the package validity period and applicable freeze period automatically expire and are non-refundable.

3. PACKAGE FREEZE

Package freezes may be used to extend package validity.

Freeze requests must:

- be submitted in advance;
- be requested through official communication channels;
- remain within the freeze limits applicable to the purchased package.

Unused lessons expire automatically after the package validity period and freeze period expire.

4. TRIAL LESSONS

One trial lesson may be provided free of charge.

Additional trial lessons may be provided on a paid basis.

5. LESSON CANCELLATIONS AND RESCHEDULING

Individual lessons may be rescheduled if cancellation notice is provided at least 8 hours before the scheduled lesson time.

If:

- the student does not attend;
- the student fails to provide advance notice;
- cancellation notice is provided less than 8 hours before the lesson, the lesson is considered provided and will be deducted from the package.

6. TEACHER ABSENCE

If a teacher is unable to conduct a lesson:

- the lesson may be rescheduled;
- or
- a substitute teacher may be provided.

7. GROUP AND MONTHLY PROGRAMS

Group programs and monthly subscriptions operate on fixed schedules.

For such programs:

- missed lessons are not rescheduled;
- missed lessons are not compensated;
- tuition recalculation is not provided.

Monthly group programs operate on a subscription basis and are non-refundable after activation for the applicable monthly period.

8. REFUNDS AND RECALCULATION

Users may request termination of tutoring services and refund of unused prepaid amounts.

Refund recalculations are performed based on the actual number of lessons used and the applicable lesson rate corresponding to the appropriate package tier.

If the number of used lessons exceeds the limits of a smaller package, recalculation will be based on the applicable lesson rate of the smallest package covering the number of lessons used.

Examples:

- if a 72-lesson package was purchased and 20 lessons were used, recalculation will be based on the lesson price applicable to the 12-lesson package;
- if a 72-lesson package was purchased and 40 lessons were used, recalculation will be based on the lesson price applicable to the 36-lesson package.

After recalculation, the remaining unused balance may be refunded.

9. PACKAGE ACTIVATION

A tutoring package is considered activated upon:

- payment;
- schedule confirmation;
- assignment of a teacher;
- onboarding or administrative coordination;
- providing access to platforms or materials;
- conducting the first lesson.

After activation, this Policy applies in full.

10. CHARGEBACKS AND DISPUTES

In the event of disputes or concerns, 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 reasonable solutions consistent with applicable law and internal policies.

11. 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.

12. CHANGES TO THIS POLICY

The school may periodically update this Policy.

The current version will be published on the website.

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

13. CONTACT INFORMATION

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