

TUTORING SERVICES AGREEMENT

Last Updated: May 8, 2026

This Tutoring Services Agreement (“Agreement”) constitutes a public offer and governs the provision of tutoring and related educational services.

Payment for services, participation in lessons, use of platforms, or continued use of services constitutes full acceptance of this Agreement by the user, parent, or legal guardian.

1. OPERATIONAL ACTIVITIES

Tutoring services are provided and coordinated by:

DIGISTUDENTS LTD

20, Kyriakou Matsis, Floor 4

1082 Nicosia, Cyprus

2. TUTORING SERVICE FORMATS

Tutoring services may be provided in the form of:

- individual lessons;
- group lessons;
- monthly programs;
- specialized preparation programs;
- ESL support;
- preparation for SAT, TOEFL, IELTS, and other examinations.

The format, scheduling, duration, and structure of lessons are determined by the school based on the selected program and operational availability.

3. ENROLLMENT AND ACTIVATION

Enrollment into tutoring services may include:

- application submission;
- consultations;
- diagnostic assessments;
- trial lessons;
- payment;
- schedule coordination;
- teacher assignment;
- access to platforms or educational materials.

Services are considered activated upon:

- receipt of payment;
- confirmation of organizational details;
- assignment of a teacher;
- provision of access to platforms or materials;
- completion of the first lesson.

4. PLATFORM ACCESS AND EDUCATIONAL MATERIALS

Users may receive:

- access to platforms;
- educational materials;
- online lessons;
- communication with teachers;

- schedules;
- homework assignments;
- lesson recordings (where applicable);
- test results and progress reports.

As part of the educational process, the school may:

- conduct assessments;
- evaluate student progress;
- generate reports;
- maintain lesson records;
- track educational activity and performance.

Such information may be stored within the user account or educational platform.

Individual tutoring packages may be used:

- across multiple subjects;
- with teachers of different categories;
- by multiple children within the same family,

where approved by the school and operationally feasible within the selected program.

Lesson allocation, scheduling, teacher assignments, and package usage are managed through the primary parent or legal guardian account.

Lesson pricing and lesson deductions may vary depending on:

- teacher category;
- lesson format;
- selected program;
- pricing applicable to specific services.

Where tutoring services with higher pricing apply, the school may apply proportional lesson recalculation or alternative lesson deduction rules.

Users must:

- maintain confidentiality of account access;
- use materials solely for educational purposes;
- comply with platform usage rules.

5. TECHNICAL REQUIREMENTS

Users are responsible for ensuring access to:

- a computer or laptop;
- stable internet connection;
- functioning camera and microphone;
- an appropriate learning environment.

The school is not responsible for issues caused by:

- user internet connectivity;
- device limitations;
- failures of third-party platforms.

6. LESSON DURATION

The standard lesson duration is 45 minutes.

Lesson duration may be modified upon agreement with the school.

Where lesson duration changes:

- lesson deductions;

or

- package recalculation

may be adjusted proportionally based on the actual lesson duration and applicable pricing.

7. 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 is absent;

- cancellation notice is provided less than 8 hours before the lesson;

- the student fails to attend the lesson,

the lesson is considered provided and will be deducted from the package.

If a teacher is unable to conduct a lesson:

- the lesson may be rescheduled;

or

- a substitute teacher may be provided.

8. GROUP AND MONTHLY PROGRAMS

Group programs operate on fixed schedules.

For group and monthly programs:

- missed lessons are not rescheduled;

- tuition recalculation is not provided;

- compensation for missed lessons is not available.

9. PAYMENTS AND REFUNDS

Payment terms, recalculations, package validity periods, freezes, and refund procedures are governed separately by the Tutoring Refund Policy.

Payment for services constitutes acceptance of the applicable refund policy.

10. ACADEMIC INTEGRITY AND AI USE

Users are required to comply with academic integrity standards.

The following are prohibited:

- plagiarism;

- cheating;

- use of AI-generated answers;

- use of automated translation or paraphrasing tools where prohibited by teachers or program rules.

The school may:

- invalidate results;

- require reassessment;

- restrict access;

- terminate services in cases of repeated violations.

11. EXTERNAL EXAMS AND RESULTS

The school may provide organizational and informational support regarding:

- SAT;
- TOEFL;
- IELTS;
- AP;
- and other examinations.

However, the school does not guarantee:

- examination outcomes;
- specific scores;
- admission outcomes;
- visas;
- scholarships or grants.

Educational outcomes depend on numerous factors, including student participation and independent effort.

12. RECORDINGS AND COMMUNICATIONS

Lessons may be recorded for:

- educational purposes;
- quality control;
- teacher supervision;
- dispute resolution;
- verification of services provided.

Public use of materials is governed separately by the Media & Marketing Consent.

Communications may occur through:

- email;
- WhatsApp;
- Telegram;
- Zoom;
- CRM systems;
- other communication channels.

13. LIMITATION OF LIABILITY

The school does not guarantee:

- specific educational outcomes;
- specific examination scores;
- admission outcomes;
- visas;
- scholarships or grants;
- achievement of specific goals.

To the maximum extent permitted by applicable law, the school limits liability for:

- indirect damages;
- technical failures;
- third-party actions;
- platform interruptions;

- data loss;
- circumstances beyond the school's reasonable control.

14. FORCE MAJEURE

The school shall not be responsible for inability to fully or partially provide services due to:

- wars;
- sanctions;
- governmental actions;
- communication outages;
- power outages;
- pandemics;
- failures of third-party services;
- other circumstances beyond the school's reasonable control.

15. POLICIES AND ADDITIONAL DOCUMENTS

Users agree to comply with:

- Privacy Policy;
- Terms of Use;
- Tutoring Refund Policy;
- Media & Marketing Consent;
- other published policies.

Such documents form an integral part of this Agreement.

The school may periodically update policies and documents.

Continued use of services after publication of updated versions constitutes acceptance of such changes.

16. GOVERNING LAW AND DISPUTES

This Agreement is governed by applicable law taking into account the international nature of the services.

Specific matters may be governed by:

- Cyprus law;
- applicable European Union regulations;
- mandatory provisions of other applicable jurisdictions.

The parties agree to attempt good-faith resolution of disputes prior to initiating formal legal proceedings.

17. CONTACT INFORMATION

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