

Terms and Conditions

The terms and conditions that you understand and agree to by booking for your child's psycho-educational program are the following:

1. Eligibility and participation

Your child is welcome to join if they are within the program's age range for the trimester. As a parent or legal guardian, you need to complete the registration form on their behalf. By submitting it you confirm that all parents or guardians have agreed your child to participate.

2. Confidentiality, Privacy and GDPR

We protect the privacy of every child in our programs. Information shared or observations made during the sessions will be treated with strict confidentiality. This includes, but is not limited to, a child's behavior, personal circumstances, and developmental progress. We do not share any information with third parties, except in cases where there is a serious concern for a child's safety (for example, with healthcare professionals or social services).

We only collect and keep the information that is necessary, such as your child's name, your contact details, and billing information etc. These records are securely stored on the password-protected WIX platform, and if printed, they are kept in a locked location. We retain this information for five years following your child's last interaction with our programs. After that, all records will be permanently deleted by Lidiya Cherneva, Magdalena Dobosz, and Charlotte Coles.

On our social media we only post images or videos where children's faces are not visible. At the start of each term we confirm your preferences in this regard.

3. Payment, Cancellation, Missed sessions:

Regarding payment, cancellations and missed following rules apply:

- Full payment is required at the time of the booking. Once you have purchased our trimester program, we can cancel your child's spot and provide a refund only if you find someone to take your child's place in the course.
- We do not offer refunds for missed sessions. However, if your child is absent, we will ensure they are brought up to speed on any missed material upon their return.

4. Code of Conduct

At the start of each trimester, we begin with an activity where children create the rules they would like to follow in the group. We ask children to follow these rules with respect and kindness so that everyone can enjoy a safe, positive, and fun experience. In the rare event that a child's behavior becomes disruptive or raises safety concerns, Lidiya Cherneva, Magdalena Dobosz, or

Charlotte Coles may need to contact you and to collect your child, without a refund. If a child intentionally damages equipment or the premises during a session, despite having been warned not to, you have to cover the cost of the repair or the replacement.

5. Liability/safety

You have to let us know in advance about any health or safety needs your child may have and to make sure your child comes prepared (this may include items like medication such as insulin, epinephrin, etc.).

A first-aid kit will always be available on-site, and while we take every reasonable precaution to keep children safe, minor accidents can sometimes happen. If this occurs, Lidiya Cherneva, Charlotte Coles, or Magdalena Dobosz will complete a detailed incident report to keep you fully informed.

6. Changes to the program

We reserve the right to modify or cancel program or sessions due to unforeseen circumstances and will notify you by email at the earliest possibility. In such cases, alternative dates or full refunds will be given.

7. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Luxembourg, and any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts of Luxembourg.