

GENERAL TERMS AND CONDITIONS FOR THE PROVISION OF PRODUCTS BY EAS Global Academy s.r.o.

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1. INTRODUCTORY PROVISIONS

These General Terms and Conditions (hereinafter referred to as the “Terms”) govern the rights and obligations arising between you as the User and us as the Provider when ordering and using the products and services of EAS Global Academy s.r.o.

The Provider is EAS Global Academy s.r.o., with its registered office at Schillerova 233/10, Liberec XII-Staré Pavlovice, 460 01 Liberec, Company ID No. 296 74 239, File Number: C 56073 maintained by the Regional Court in Ústí nad Labem (hereinafter referred to as the “Provider”). The Provider’s contact e-mail address is: global.eas.academy@gmail.com.

The courses, educational programmes, and professional content offered through the website interface <https://hipoterapie-kurzy.com> are professionally developed and guaranteed by Svítání, z.s.

EAS Global Academy s.r.o. provides the administrative, contractual, payment, and invoicing services related to the provision of these products.

These Terms apply to the purchase of e-books, books and other documents, online seminars and webinars, in-person (on-site) seminars, workshops, advisory services, and consultations (hereinafter referred to as the “Products”).

These Terms form an integral part of the agreement concluded between the Provider and the User. The Terms apply both to Users who are consumers and to Users who are business entities, unless expressly stated otherwise herein.

These Terms do not contain any provision regarding a contractual penalty imposed on the User. However, the User shall be liable for any damage caused to the Provider by a breach of obligations arising from the agreement or from these Terms, to the extent stipulated by applicable law.

2. DEFINITIONS

For the purposes of these Terms, the terms listed below shall have the following meanings:

Provider / We

EAS Global Academy s.r.o., with its registered office at Schillerova 233/10, Liberec XII-Staré Pavlovice, 460 01 Liberec. File Number: C 56073 maintained by the Regional Court in Ústí nad Labem.

The Provider ensures the administrative, contractual, payment, and organisational arrangements for the Products offered through the web interface. The professional content of the Products may be created and guaranteed by the Provider or by contractual professional partners, in particular Svítání, z.s., at <https://hipoterapie-kurzy.com/>.

Professional Guarantor

An organisation or person responsible for the professional content of a Product. Unless stated otherwise, the professional guarantor of the Products offered through the web interface is Svítání, z.s.

User / You



Any person who enters into an agreement with the Provider or uses the Provider's Products in any manner through the web interface or e-mail communication.

Consumer

A natural person who, when entering into an agreement with the Provider, does not act within the scope of their business activity or independent professional practice. If the User provides a Company ID Number (IČO) in the order, the User shall be deemed to be acting as a business entity.

Business Entity

A person registered in the Commercial Register, a person conducting business under a trade licence or other authorisation pursuant to special regulations, or a person acting within the scope of their business activity.

Product

A service or deliverable provided by the Provider, in particular online courses and webinars, webinar recordings, e-learning programmes, e-books and other documents, books, in-person (on-site) seminars, workshops, conferences, advisory services, and consultations.

Digital Content

Data provided in digital form, in particular online courses, webinar recordings, e-books, videos, and other materials made available through a user account or a shared link.

Live Event (On-Site)

A seminar, workshop, course, conference, or other educational or advisory event conducted in person.

Price List

Information regarding the fee for the use of Products, including whether the price is stated inclusive or exclusive of VAT. The current Price List is always published on the Provider's web interface.

Web Interface

The web interface <https://hipoterapie-kurzy.com/>, operated by Svítání, z.s. and/or its contractual partners, which serves for the presentation and ordering of Products provided through EAS Global Academy s.r.o.

Civil Code

Act No. 89/2012 Coll., the Civil Code, as amended.

GDPR

Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data.

Terms

These General Terms and Conditions for the Provision of Products by EAS Global Academy s.r.o.

3. CONCLUSION OF THE AGREEMENT

The agreement between the Provider and the User is concluded at the moment the order is confirmed by the Provider.

The Web Interface contains offers of Products, including their descriptions and main characteristics. The presentation of Products on the Web Interface is for informational purposes only and does not constitute an offer to conclude an agreement within the meaning of Section 1732(2) of the Civil Code.

The User may place an order through the web form or by e-mail communication. A valid order requires the completion of all mandatory information specified in the order form. Before submitting the order, the User has the opportunity to review and correct the entered information.

The agreement for the provision of a Product is concluded upon delivery of the order confirmation by the Provider to the User's e-mail address. Together with the order confirmation, the User shall also receive the current version of these Terms.

The User agrees to the use of means of distance communication when concluding the agreement. Any costs incurred by the User in connection with the use of such means (internet connection, telephone calls) shall be borne by the User and shall not differ from the standard rates charged by the User's service provider.

Acceptance of an offer containing additions or deviations shall not constitute acceptance of the offer.

By submitting an order, the User confirms that they have familiarised themselves with these Terms and the Privacy Policy and agree to them.

4. PROVISION OF PRODUCTS

The professional content of the Products may be created and delivered by lecturers, professional guarantors, or partner organisations designated by the Provider.

4.1. Method of Delivery

a) E-books and Other Digital Documents

Upon payment of the purchase price, the digital content (e.g. an e-book) shall be delivered to the User in PDF format or a similar format by e-mail attachment or by sending a link through which the content can be downloaded or accessed.

b) Online Products (Courses, Webinars, E-Learning)

Upon payment of the price, a user account shall be created for the User, or access credentials shall be sent to the e-mail address provided in the order. By logging into the user account, the digital content is delivered to the User by granting access to the members' section.

Where appropriate due to the continuity of the content, individual lessons may be made available gradually according to the schedule published in the members' section. In the case of a course with a common start date, the User shall receive access credentials on the predetermined date announced in advance.

Unless otherwise stated for a specific product, online products provide the User with immediate and unlimited access. In the case of webinars, delivery also includes a recording, which is automatically made available to the User.

For the EATCS course, both the start and end dates of the course are fixed. Once access to the e-learning component has been granted, this part of the course can no longer be returned.

c) Live Events (On-Site Seminars, Workshops, and Courses)

Once payment has been credited to the Provider's account, a place at the event shall be reserved for the User. The User shall receive information regarding the venue and date of the event, unless such information has already been stated in the event offer. If the Provider cancels the scheduled date, the User shall be offered an alternative date; if the alternative date is not suitable, the User shall have the right to withdraw from the agreement and receive a refund of the amount paid.

For individual consultations and advisory services, the date shall be agreed upon by mutual agreement of both parties, with the service to be provided no later than 6 months from the date of purchase.

4.2. Delivery Period

Digital content (e-books, online courses, access to the members' section) shall be delivered no later than 3 business days after payment has been credited to the Provider's account.

In the case of pre-sales, the Provider has the right to make the content available no later than 2 days before the launch date or on a previously announced date.

Physical products (books, CDs, gift items) shall be dispatched as soon as reasonably possible, usually within 2–10 business days after payment has been credited, through a carrier designated by the Provider. Delivery shall be deemed completed upon delivery to the address specified by the User in the order.

4.3. Verification of Functionality

Upon delivery of digital content, the User is obliged to verify its functionality and accessibility. If the User discovers any defects or deficiencies, they shall contact the Provider without undue delay in accordance with Article 10 of these Terms.

Digital content requires hardware and software capable of, in particular, opening documents in PDF format and a stable internet connection for accessing online content.

4.3. Consent to the Delivery of Digital Content

The User acknowledges that, in the case of digital content delivered before the expiry of the statutory withdrawal period, delivery may be carried out on the basis of the User's express consent, and that by making such content available, the User may lose the right to withdraw from the agreement, to the extent provided by applicable law and Article 9 of these Terms.

5. PRODUCT PRICES AND METHOD OF PAYMENT

The User is obliged to pay the price of the Product in the amount stated in the Price List valid at the time of the order. The price includes information as to whether it is stated inclusive or exclusive of VAT, as well as the applicable VAT rate.

The Provider reserves the right to unilaterally change the prices of Products. However, any price change shall not affect agreements that have already been concluded.

Payment for the Product shall be made in advance on the basis of a pro forma invoice issued by the Provider with a payment due date of 7 days, unless agreed otherwise. The invoice shall be sent to the User electronically to the e-mail address provided in the order and shall be deemed delivered at the moment of dispatch.

A tax invoice shall be issued after the payment has been credited to the Provider's account. The invoice shall be deemed paid at the moment the relevant amount is credited to the Provider's account.

In the event of a delay in payment exceeding 7 days, the Provider is entitled to temporarily suspend the provision of the Product until the price has been paid in full.

A User who is not a Consumer shall, in the event of late payment, be obliged to pay the Provider default interest at the rate of 0.1% of the outstanding amount for each day of delay.

The price of the Product may be paid by bank transfer or through an online payment gateway. The Provider does not charge any additional fees beyond the price of the Product unless otherwise stated for a specific payment method.

Payment methods are connected to secure payment gateways. Payment card details and electronic banking access credentials are not stored by the Provider.

The User is obliged to provide the correct payment reference number (variable symbol) to enable identification of the payment.

The Provider may offer discounts or bonuses on the price. The conditions for granting a discount or bonus shall always be stated on the web interface or in the specific offer.

The price paid is non-refundable unless otherwise provided in these Terms or by applicable law (in particular in the event of withdrawal from the agreement or a justified complaint).

6. TERMS OF USE OF PRODUCTS

The User may order a Product through a web form or by e-mail communication by selecting the chosen Product and submitting the order. The agreement is concluded at the moment the order is confirmed by the Provider to the User's e-mail address.

The price of the Product is generally stated directly with the offer on the Web Interface and is final. If an additional physical product is to be delivered by post or through a carrier, the Product price does not include shipping costs unless expressly stated otherwise.

Delivery of an online Product means making the digital content available through a user account or via a provided link (URL). Access credentials shall be provided to the User after payment of the price, no later than three business days, unless otherwise stated in the offer.

The access credentials and the provided URL are intended exclusively for the User's personal use. The User is obliged to maintain the confidentiality of all information necessary for access to online Products and must not provide such information to third parties. In the event of a breach of this obligation, the Provider shall be entitled to restrict or block access to the account, without prejudice to the right to compensation for damages.

All content of the online courses (texts, videos, audio recordings, work materials, and other resources) is protected by copyright. Any copying, recording, distribution, or making the content available to third parties without the Provider's prior written consent is prohibited. Any detected infringement of copyright or unauthorised sharing of access credentials may result in the blocking of the user account.

By providing the Products, the Provider does not assume any responsibility for the User's business, professional, or other results. The Products are educational and informational in nature and do not replace individual professional or healthcare services.

The User acknowledges that appropriate technical equipment is necessary for the full use of online Products (a stable internet connection, an up-to-date web browser, and software capable of working with PDF documents). Technical difficulties on the User's side shall not constitute grounds for withdrawal from the agreement, unless otherwise provided by law.

7. LIVE EVENTS (SEMINARS, COURSES, WORKSHOPS, CONFERENCES, CONSULTATIONS)

Live events may be professionally organised or conducted by Svítání, z.s. and/or other contractual partners of the Provider.

Participants are enrolled in a live event (hereinafter referred to as a “seminar”) according to the order in which payments are received. If the capacity is reached, the User shall be informed and offered an alternative (a replacement date or a refund of the amount paid).

The Provider reserves the right to change the date, venue, or cancel a seminar for organisational or operational reasons. In such a case, the User shall be entitled to a refund of 100% of the amount paid, or may choose to attend a replacement date or select another Product of the Provider of the same value.

Participation in a seminar is voluntary, and each participant is responsible for themselves. Instructions provided by lecturers are of a recommendatory nature, and participants shall follow them at their own discretion. If a participant is currently undergoing medical treatment or has any health limitations, they are obliged to inform the lecturers before the seminar begins and, where appropriate, consult their attending physician regarding participation.

Working and moving in the vicinity of equines involves an inherent risk of injury. Equines are large animals and are, to a certain extent, unpredictable. Participants are obliged to follow the lecturers’ instructions, use appropriate protective equipment, and refrain from activities that exceed their experience and skills. Participants are responsible for their own conduct during the seminar.

The Provider shall not be liable for damage caused by third parties or service providers engaged in the organisation of the seminar, nor for damage resulting from failure to follow instructions or negligent behaviour by participants. This shall not affect any rights of participants arising from generally binding legal regulations.

7.1. Recordings and Publication

A webinar or other educational event may be recorded for educational, documentation, and presentation purposes.

By participating in the event, the User agrees to the possible future use of such recordings, in particular for the educational and promotional purposes of the Provider.

7.2. Photographs and Videos

Photographs and videos may be taken during workshops and other events for educational and presentation purposes.

By participating in the event, the User consents to the possible capture of their image and the subsequent publication of such recordings in accordance with applicable legal regulations.

If the User does not consent to the recording or publication of such materials, they are obliged to inform the Provider in advance. In such a case, the Provider shall endeavour to take reasonable measures to protect the User’s privacy.

7.3. Cancellation Policy

a) Cancellation more than 21 days before the event date

The User is entitled to a refund of the amount paid, reduced by an administrative fee of CZK 200.

Instead of a refund, the User may request that the full amount paid be transferred to another Product of the Provider up to the full value of the seminar fee.

b) Cancellation less than 21 days before the event date

A cancellation fee of 100% of the seminar fee shall be charged.

The User may use the amount paid towards the purchase of another Product of the Provider up to the full value of the seminar fee, attend a replacement seminar date if one is announced, or send a substitute participant in their place.

c) Cancellation less than 5 days before the event date

The User is obliged to pay the participation fee in full and is not entitled to apply the payment towards another Product or a replacement seminar date. However, the User may still send a substitute participant in their place.

d) Substitute Participant

The User may send a substitute participant to attend the seminar in their place, provided that the substitute is arranged by the User and the Provider is informed accordingly. In such a case, no cancellation fee shall be charged, and the entire payment shall be transferred to the new participant.

If neither the User nor the substitute participant attends the seminar, the participation fee shall not be refunded.

Refunds shall always be made to the same bank account from which the payment was originally made, following the Provider's receipt of confirmation of acceptance of the corrective tax document.

8. DURATION OF THE PROVISION OF PRODUCTS

The agreement between the Provider and the User is concluded for an indefinite period, unless otherwise stated in the agreement or in relation to a specific Product.

The contractual relationship may be terminated in any of the following ways:

- by mutual agreement of the parties as of the date specified in such agreement,

- by notice given by either party without stating any reason, subject to a one-month notice period commencing on the first day of the calendar month following the delivery of the notice to the other party,
- by withdrawal from the agreement in accordance with Article 9 of these Terms.

For digital products (online courses, webinar recordings, and other digital content), the User shall have unlimited access to the purchased content unless otherwise specified for the particular product.

Upon termination of the contractual relationship, the User shall not be entitled to a refund of any proportional part of the price paid for a Product that has already been used, unless otherwise provided in these Terms.

The Provider undertakes to permanently delete the User's content, including any personal data entered by the User, within 30 days of the termination of the agreement, unless legal regulations require the retention of such data or the parties agree otherwise.

9. WITHDRAWAL FROM THE AGREEMENT

9.1. Withdrawal by the Provider

If the User materially breaches their obligations arising from the agreement or these Terms, in particular if the User is more than 30 days overdue with payment, the Provider shall be entitled to restrict the User's access to the Product and/or withdraw from the agreement.

In such a case, the User shall not be entitled to a refund of the price paid.

9.2. Withdrawal by the User – Consumer

A User acting as a Consumer is entitled to withdraw from a distance contract without stating any reason within 14 days of the conclusion of the agreement.

For withdrawal, the Consumer may use the model withdrawal form attached to these Terms or send an unequivocal statement to the Provider's e-mail address: svitani@hipoterapie-kurzy.com.

The Provider shall confirm receipt of the withdrawal by e-mail.

If a discount, bonus, or gift was provided together with the Product, such benefit shall cease to be effective upon withdrawal. The Consumer is obliged to return the bonus/gift no later than 14 days after withdrawal, unless otherwise agreed.

The price paid for the Product shall be refunded using the same method by which it was paid, within 14 days of receipt of the withdrawal notice, but not earlier than the return of the Product where applicable.

9.3. Digital Content and Online Products

The User acknowledges that, pursuant to the law, they do not have the right to withdraw from the agreement if:

- the digital content (online course, webinar, recording, e-book, etc.) has been made available before the expiry of the 14-day withdrawal period,
- the User has given prior express consent to the commencement of performance and confirmed that by giving such consent they lose the right to withdraw from the agreement.

This procedure is clearly stated in the order process for all online products and is a condition of making them available.

For online products, access is unlimited in time unless otherwise stated for a specific product.

9.4. Special Provision – Accredited Courses

For accredited courses provided through OCN London, the start and end dates of study are fixed.

Once access to the e-learning content has been granted, withdrawal from the agreement is no longer possible, as this constitutes digital content supplied on the basis of the User's express consent before the expiry of the withdrawal period.

Until access to the e-learning content has been granted, a Consumer may exercise the right of withdrawal within the standard 14-day period.

9.5. Withdrawal from Live (On-Site) Events

Article 7 of these Terms shall apply to withdrawals and cancellation conditions relating to live events.

9.6. Summary of Rights and Exceptions

A Consumer has the right to withdraw from the agreement within 14 days unless the agreement concerns:

- digital content that has already been made available on the basis of the Consumer's express consent,
- accredited courses referred to in Article 9.4 after access to the e-learning content has been granted,
- cases where a special provision of these Terms provides otherwise.

This shall not affect the User's rights arising from complaints pursuant to Article 10.

10. COMPLAINTS (RIGHTS ARISING FROM DEFECTIVE PERFORMANCE)

If a Product does not function or is not provided as agreed, the User has the right to submit a complaint in accordance with this Article and the applicable legal regulations.

The rights and obligations of the parties regarding liability for defects shall be governed in particular by Sections 1914–1925, 2099–2117, and 2161–2174 of the Civil Code, as well as other consumer protection legislation.

10.1. What May Be Complained About

The User is entitled to submit a complaint, in particular, if:

- the Product does not correspond to the description or characteristics stated on the Web Interface,
- it is not provided for the agreed period,
- it contains technical or content defects that prevent its proper use,
- access credentials for an online Product were not delivered within the agreed period.

For digital products, the Provider shall not be liable for difficulties caused by inadequate technical equipment of the User, a slow internet connection, or outdated software, which are beyond the Provider's control.

10.2. How to Submit a Complaint

The User is obliged to submit a complaint without undue delay after discovering the defect, but no later than two years from the delivery of the Product.

A complaint may be submitted:

- through the user account, or
- by e-mail to: global.eas.academy@gmail.com.

The complaint should include a description of the defect, the date on which it was discovered, order details, and the proposed method of resolution requested by the User.

10.3. Methods of Resolving Complaints

At the same time as notifying the defect, the User may specify how they propose the complaint should be resolved, in particular by:

- providing replacement access or a new piece of content,

- free repair,
- a reasonable price reduction,
- withdrawal from the agreement in cases provided for by law.

If digital content or access credentials were not delivered within the delivery period, the User is obliged first to check their “Bulk Mail”, “Junk Mail”, or spam folders. If the Product is not found there, the User may submit a complaint under this Article.

10.4. Time Limits and Complaint Handling

The Provider shall decide on the complaint within 5 business days and shall inform the User of the method of resolution by e-mail.

If the complaint is recognised as justified, it shall be resolved no later than 30 days from the date on which it was submitted, unless the Provider and the User agree on a longer period.

Submitting a complaint shall not suspend the obligation to pay the price of the Product.

10.5. Limitation of Liability

The Provider shall not be obliged to accept a complaint if it proves that:

- the User was aware of the defect before using the Product,
- the User caused the defect themselves,
- the defect arose through normal wear and tear or failure to follow the instructions for use.

A model complaint form is attached as an appendix to these Terms.

11. EXCLUSION OF LIABILITY

The Products offered through EAS Global Academy s.r.o. may be professionally developed and guaranteed by the Provider or by its contractual partners, lecturers, and professional guarantors. EAS Global Academy s.r.o. is primarily responsible for the administrative, contractual, organisational, and payment aspects of the Products provided.

The Products are educational and informational in nature. Their purpose is to support education, professional development, and the sharing of best practices in the field of Equine Assisted Services. Neither the Provider nor the professional guarantors shall be liable for the manner in which the User subsequently applies the information, recommendations, or skills acquired in their professional or other activities.

The User uses the Products at their own risk and is obliged at all times to take into account their own education, qualifications, knowledge, skills, and experience. The information contained in courses, webinars, publications, and other educational materials cannot replace individual professional, healthcare, psychological, legal, or other specialised advice.

Working with equines and being in their vicinity involves an inherent risk of injury. The User is obliged to act prudently, work only within the limits of their abilities and competencies, use appropriate equipment, and follow the recommendations and instructions of professionals. The Provider and the professional guarantors shall not be liable for any damage resulting from inappropriate, unprofessional, or risky handling of equines, nor for the incorrect application of information obtained through the Products.

The Provider shall not be liable for any limitation, interruption, or unavailability of Products caused by circumstances beyond its reasonable control, including, in particular, internet connection failures, actions of third parties, technical malfunctions, cyber-attacks, or necessary system maintenance.

The Provider shall also not be liable for any damage arising from the use of Products contrary to their intended purpose, the Provider's instructions, or generally accepted professional practices.

This shall not affect the User's statutory rights, in particular rights arising from defective performance and consumer protection legislation.

The User is obliged to use the Products responsibly and with due regard for their own safety, the safety of other persons, and animal welfare.

12. PROCESSING OF PERSONAL DATA

In the course of providing the Products, personal data may be made available to Svítání, z.s., which operates the web interface, administers the educational platform, provides professional oversight of the Products, and communicates with participants. Personal data shall be processed only to the extent necessary for the provision of the Products, the fulfilment of contractual obligations, and related administrative activities.

The scope, purposes, and conditions of personal data processing are regulated in detail in the Privacy Policy.

13. ALTERNATIVE DISPUTE RESOLUTION

In the event of a dispute arising between the User acting as a Consumer and the Provider from an agreement for the provision of Products, which cannot be resolved by mutual agreement, the Consumer has the right to refer the dispute to an alternative consumer dispute resolution body.

The competent alternative dispute resolution body for consumer disputes is the Czech Trade Inspection Authority (Česká obchodní inspekce – ČOI), with its registered office at Štěpánská 44, 110 00 Prague 1, Czech Republic.

The Consumer may submit a proposal through the online form available on the website of the Czech Trade Inspection Authority.

Alternative dispute resolution is free of charge; each party shall bear its own costs incurred in connection with the proceedings.

The Consumer is also entitled to use the Online Dispute Resolution (ODR) platform established by the European Commission.

The User may contact the Provider at any time via the contact e-mail address if they believe that their rights have not been respected. The Provider undertakes to make reasonable efforts to resolve any dispute amicably.

14. FINAL PROVISIONS

If the legal relationship between the Provider and the User contains an international element, the parties agree that such relationship shall be governed by the laws of the Czech Republic. This shall not affect the Consumer's rights arising under the laws of their country of residence.

Where the agreement or these Terms require written form, such requirement shall be satisfied if the communication is made by e-mail or other reliable means of electronic communication that do not give rise to doubts regarding the content of the communication or the identity of the sender.

If the User fails to provide the Provider with up-to-date contact details and, as a result, delivery cannot be effected, any message sent to the last known e-mail or postal address shall be deemed delivered on the third day after dispatch.

If any provision of these Terms is invalid, ineffective, or unenforceable, such fact shall not affect the validity of the remaining provisions. Such provision shall be replaced by a provision whose content and purpose are as close as possible to those of the original provision.

Any amendments or supplements to the agreement or these Terms must be made in writing. The Provider is entitled to amend these Terms unilaterally, in particular due to changes in legislation, the scope of services provided, or technical capabilities.

The Provider shall notify the User of any amendment to the Terms by e-mail sent to the address provided in the order at least 30 days before the amendment becomes effective. The User is entitled to terminate the agreement in writing for this reason within 10 days of receiving the notification. The notice period shall be 1 month and shall commence on the first day of the month following the delivery of the notice to the Provider. If the User does not terminate the agreement within the specified period, the User shall be deemed to have accepted the amendment to the Terms.

This version of the Terms is valid and effective as of 21 June 2026.