



GENERAL TERMS AND CONDITIONS

Article 1 (Subject Matter and Scope)

These General Terms and Conditions (hereinafter: the “Terms”) govern the rights and obligations of the provider of online English language instruction services (hereinafter: the “Service Provider”) and the participant (hereinafter: the “Participant”) in relation to the purchase of session packages and participation in online classes via the booking platform of the project **Drop In for Business / Legal English**, organized by the business and legal English language centre *Moje znanje*.

By accepting these Terms, the Participant confirms that they have read, understood, and fully accepted them.

Article 2 (Purchase of Packages)

A prerequisite for booking sessions is the prior purchase of at least one of the following packages:

- Drop In for Business English package
- Drop In for Legal English package

Upon completion of the purchase, the Participant will receive a purchase confirmation at the email address provided during registration. An invoice for the service rendered will be issued within 48 hours from the recorded payment.

If an invoice issued to a legal entity is requested, the Participant must provide accurate and complete legal entity details at the time of purchase (company name, registered office, PIN). The Service Provider is not responsible for incorrectly entered information.

Article 3 (Purchase for Third Parties – Gift Certificate)

Packages may be purchased for a third party via the gift certificate option, subject to the technical capabilities of the platform.

The purchaser is responsible for the accuracy of the recipient’s information. The right to use the package is linked to the user profile of the person using the package and is non-transferable after activation.

Article 4 (Processing of Personal Data)

By accepting these Terms, the Participant consents to the processing of personal data for the purpose of:

- Concluding and performing the contractual relationship
- Issuing invoices and maintaining business records
- Organizing and conducting online classes
- Sending notifications, reminders, and teaching materials

Personal data is processed in accordance with applicable data protection regulations. Data will not be shared with third parties unless necessary for the technical provision of the service or compliance with legal obligations.

Article 5 (Booking and Cancellation of Sessions)

The Participant may book sessions up to 7 days in advance.

After booking, the Participant will receive a booking confirmation via email.



A booking may be cancelled or modified no later than 3 hours before the scheduled start time. If this deadline is missed, the session will be deemed used, and the Participant is not entitled to a refund or a replacement session.

The Service Provider may send a reminder 6 hours before the scheduled session via email.

Article 6 (Participation Requirements)

The Participant must attend classes using their own user profile registered under their first name and the initial of their surname. The name displayed upon entering the online classroom must correspond to the Participant's identity.

To ensure quality and interactivity, the Participant must keep their camera and microphone turned on during the session.

If the Participant does not have their camera turned on, the Service Provider reserves the right to consider that the Participant does not wish to actively participate and may exclude them from the discussion without the right to a refund.

The Participant agrees to follow all instructions and recommendations of the Service Provider to ensure the smooth conduct of the classes.

Article 7 (Meeting Summary)

After each session, the Participant will receive a written Meeting Summary in English, containing an overview of the topics covered and relevant conclusions.

Article 8 (Types of Packages)

8.1 Drop In for Business English Package

Participants who purchase the Drop In for Business English package may attend sessions at levels B1, B2, and C1.

Materials are primarily adapted to the level of each session, while discussions are conducted in a manner that enables participation by attendees of different proficiency levels, with a recommended minimum level of B1. The instructor moderates the discussion and provides individual feedback and guidance for improvement.

8.2 Drop In for Legal English Package

Participants who purchase the Drop In for Legal English package may attend only the sessions designated for that package.

Article 9 (Self-Assessment and Professional Profile)

Before purchasing a package, the Participant must read the Self-Assessment document to evaluate their own level of knowledge.

The Participant may voluntarily complete the Professional Profile form to allow adaptation of the course content to their professional needs. Providing this information is not mandatory but may contribute to more personalized instruction.

Article 10 (Language of Instruction)

Classes are conducted exclusively in English.



If necessary, clarification or translation of professional context (e.g., legal terminology and institutions) is permitted.

Article 11 (Limitation of Liability)

The Service Provider shall not be liable for:

- Technical difficulties on the Participant's side (including but not limited to internet connection, equipment, or software issues)
- Temporary unavailability of the platform caused by maintenance, upgrades, or circumstances beyond the Service Provider's control
- The Participant's inability to attend due to reasons not attributable to the Service Provider

To the maximum extent permitted by applicable law, the Service Provider's liability is limited to the amount paid for the specific service package.

Article 12 (Minimum Participation and Refunds)

Certain packages or programs may require a minimum number of participants to proceed. If the minimum number is not met, the Service Provider reserves the right to cancel the package or program. In such cases:

1. All funds paid by participants will be refunded in full within 30 days of cancellation.
2. Participants will be notified via email in due course regarding the cancellation and refund process.

Article 13 (Force Majeure)

The Service Provider shall not be held responsible for failure or delay in performance due to force majeure circumstances, including but not limited to: natural disasters, epidemics, war, telecommunications network interruptions, infrastructure failures, or decisions of competent authorities.

In the event of force majeure, performance of obligations shall be postponed for the duration of such circumstances.

Article 14 (Amendments to the Terms)

The Service Provider reserves the right to amend or supplement these Terms at any time.

Amendments shall enter into force on the date of publication on the official website or booking platform, unless otherwise specified.

For Participants who purchased services before the amendments entered into force, the Terms applicable at the time of purchase shall apply, unless the amendments result from mandatory legal provisions.

Article 15 (Governing Law and Jurisdiction)

These Terms are governed by the laws of the Republic of Croatia.

Any disputes arising out of or in connection with these Terms shall be subject to the jurisdiction of the competent court at the registered office of the Service Provider, unless mandatory regulations prescribe the exclusive jurisdiction of another court.

Article 16 (Final Provisions)



If any provision of these Terms is found to be null, invalid, or unenforceable, such provision shall not affect the validity of the remaining provisions, which shall remain in full force and effect.

These Terms constitute the entire agreement between the Service Provider and the Participant and replace all prior oral or written agreements relating to the subject matter.

Article 17 (Bilingual Version)

These Terms are available in Croatian and English. In the event of any discrepancy in interpretation, the Croatian version shall prevail.

Last updated: February 26, 2026

These General Terms and Conditions were last updated on this date. By accessing or purchasing our services, you agree to be bound by the version published here.