



TERMS AND CONDITIONS – KLASROOM 2024/2025

These terms and conditions apply to, and form an integral part of, all agreements between Klasroom Amsterdam B.V., located at Roelof Hartstraat 4, 1071 VH Amsterdam, registered with the Dutch Chamber of Commerce under number 9658869 (hereinafter: “Klasroom”), and parents/guardians (hereinafter: “Client”) of students using the services provided by Klasroom.

1. Definitions

Klasroom	The private limited company that offers educational services.
Student	The person who participates in the services provided by Klasroom.
Client	The individual who enters into the agreement with Klasroom (typically a parent or guardian).
Services	Homework Support, Tutoring, Exam Training, the Secondary School Transition Program, and additional educational support.
Agreement	The individual written agreement in which services, rates, and terms are defined.

2. Applicability

- 2.1 These terms apply to all services provided by Klasroom.
- 2.2 Deviations are only valid if agreed upon in writing.
- 2.3 By registering, the Client confirms that they have received and accepted these terms.

3. Registration and Start of Services

- 3.1 An agreement is established following written confirmation by Klasroom.
- 3.2 New students are entitled to a four-week trial period. During this period, the agreement may be terminated by the Client at any time, in writing, without notice or costs.

- 3.3 For digital registrations, a statutory 14-day cooling-off period applies, unless the service has already started.

4. Duration and Termination

- 4.1 Homework Support is entered into per academic year and continues until the final exam day, unless agreed otherwise.
- 4.2 Termination is possible as of the last day of any month, with a notice period of one calendar month.
- 4.3 For exam-year students, termination is only permitted up to one week after the second school exam week.
- 4.4 Separate cancellation terms apply to Exam Training and the Secondary School Transition Program, as outlined in the relevant agreement.

5. Attendance and Supervision

- 5.1 Students are assigned fixed days per week. Unused days cannot be carried over.
- 5.2 Make-up sessions are only possible with timely notice and must take place within the same calendar week.
- 5.3 School holidays are factored into the monthly fee; July and August are only invoiced in case of actual participation.
- 5.4 Standard opening hours are Monday to Thursday from 12:00 to 18:30, and Friday from 12:00 to 18:00. These apply to all Homework Support days. Fridays are treated as full days and do not have adjusted pricing. During school holidays, opening hours may differ and will always be communicated in advance by email. Participation during holidays is optional but billed according to the standard rate outlined in article 6.1.

6. Rates and Payment

- 6.1 Rates are set annually and communicated before August 1st.
- 6.2 Payment is made monthly in advance by direct debit or invoice. Invoices must be paid within 14 days.



- 6.3 If payment is not received, Klasroom reserves the right to suspend the service.
 - 6.4 All collection-related costs are borne by the Client.
 - 6.5 Absences do not entitle the Client to a refund.
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7. Conduct, House Rules and Sanctions

- 7.1 Students are expected to comply with:
 - the silence policy;
 - the phone policy (phones must be handed in upon arrival);
 - general behavioral expectations and house rules.
 - 7.2 In case of serious or repeated violations, the Three-Strikes-Out Policy applies:
 - First violation: written warning to the parent and student
 - Second violation: meeting with the parent and student
 - Third violation: immediate termination of services, without refund
 - 7.3 In the case of severe misconduct (e.g. aggression, threats, theft, or substance use), immediate dismissal may occur without prior warnings. Klasroom will document and communicate the reason for termination to the Client as soon as possible.
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8. Privacy and Confidentiality

- 8.1 Klasroom complies with the General Data Protection Regulation (GDPR).
- 8.2 Students may, with justification, request that certain information be kept confidential from their parents/guardians, unless this conflicts with safety, wellbeing, or legal obligations.
- 8.3 Security cameras are used at and around Klasroom's premises, including the entrance (outside) and common areas inside. Footage is used solely for safety purposes: to prevent or investigate incidents such as burglary, theft, vandalism, or unsafe situations. No live monitoring takes place. Footage is only reviewed if there is a concrete reason to do so. Footage is not shared with third parties unless legally required or necessary for an investigation. The camera policy complies with GDPR and the Dutch Data Protection Authority's guidelines.

9. Liability

- 9.1 Klasroom is subject to a best-effort obligation, not a guarantee of results.
- 9.2 Klasroom is not liable for loss, damage, or theft of personal belongings.
- 9.3 Klasroom's liability is limited to the amount for which it is insured or, if not insured, a maximum of €1,000 per incident.

10. Force Majeure

- 10.1 Klasroom is not liable for situations of force majeure, such as staff illness, unexpected location issues, or government measures.
- 10.2 In case of long-term disruption, Klasroom will make reasonable efforts to offer a suitable alternative.

11. Amendments

- 11.1 Klasroom reserves the right to amend these terms. Amendments will be communicated at least ten days before taking effect, in writing or via email.

12. Complaints Procedure

- 12.1 Complaints must be submitted in writing or by email within four weeks to info@klasroom.nl.
- 12.2 Klasroom aims to resolve complaints within ten working days. If this is not feasible, a custom resolution will be proposed.

13. Governing Law

- 13.1 Dutch law applies to all agreements.
- 13.2 Any disputes will be submitted to the competent court in Amsterdam.

These terms were established on June 1, 2025 and are available at www.klasroom.nl.