

**GENERAL TERMS AND CONDITIONS
FOR PARTICIPATION IN
THE BILINGUAL ENGLISH–HUNGARIAN
EDUCATIONAL PROGRAM**



Effective from: April 1, 2026

Service Provider:

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1. Chapter: GENERAL PROVISIONS

1.1. Introductory Provisions

- 1.1.1. These General Terms and Conditions (hereinafter: GTC) constitute an integral part of the Service Agreement (hereinafter: Service Agreement) concluded between Bilingual Kétnyelvű Oktatási Nonprofit Kft. as the service provider (hereinafter: Service Provider) and the Student's Legal Representative (hereinafter: Legal Representative) and the designated Payer (hereinafter: Payer) as the customer.
- 1.1.2. The purpose of this GTC is to set out the terms and conditions of the services provided within the framework of the Bilingual English–Hungarian Educational Program (hereinafter: Bilingual Program), as well as the rights and obligations of the parties.
- 1.1.3. By using the service and/or entering into the Service Agreement, the Legal Representative acknowledges that they have read, understood, and agree to be legally bound by these GTC.
- 1.1.4. The Service Provider reserves the right to unilaterally amend these GTC in accordance with applicable laws and regulations.
- 1.1.5. The Service Provider shall make the current version of the GTC available online on the website bilingual.hu.
- 1.1.6. For any matters not expressly regulated in the Service Agreement, the provisions of these GTC shall apply. In the event of any inconsistency between the Service Agreement and the GTC, the provisions of the Service Agreement shall prevail.
- 1.1.7. If any provision of the Service Agreement or these GTC is held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or enforceability of the remaining provisions.
- 1.1.8. The Service Agreement and these General Terms and Conditions are prepared in Hungarian. Any translation is provided for informational purposes only. In the event of any discrepancy, the Hungarian-language version shall prevail.

1.2. Definitions

1.2.1. Basic Definitions

- 1.2.1.1. **Student:** A student enrolled in a Partner Institution, or a child holding official kindergarten status within a Partner Institution, participating in the Bilingual Program.
- 1.2.1.2. **Parent:** Pursuant to Section 4, point 27 of the Public Education Act, unless otherwise provided by law, the term parent refers to:
- a) the biological parent, unless they do not hold parental custody;
 - b) the adoptive parent, unless they do not hold parental custody;
 - c) the guardian; or
 - d) the foster parent.

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- 1.2.1.3. **Legal Representative:** The legally recognized representative of the child, including but not limited to the parent exercising parental custody under the Civil Code and public education legislation, the adoptive parent, the guardian, or any court-appointed conservator.
- 1.2.1.4. **Payer:** The Legal Representative designated in the Service Agreement as the individual responsible for fulfilling the payment obligations for the invoiced service fee.
- 1.2.1.5. **Invoice Payer:** The Legal Representative paying the service fee according to the agreement, or another natural or legal person designated by them. Payment by a third party is deemed payment by the Legal Representative.
- 1.2.1.6. **Contact Person:** Legal Representatives may appoint a third-party natural person (e.g., grandparents or other family members) to handle routine administrative matters, communication, and financial coordination. The actions of the Contact Person do not create any contractual rights or obligations for that individual and do not affect the joint and several liability of the Legal Representatives.
- 1.2.1.7. **Joint and Several Liability:** Legal Representatives are jointly and severally liable for fulfilling all obligations related to the Bilingual Program—including, but not limited to, payment of the service fee—regardless of which Legal Representative or third party actually executes the payment. Only natural persons may serve as Legal Representatives under these GTC; legal entities may not be contracting parties or obligors.
- 1.2.1.8. **Service Provider:** Bilingual Kétnyelvű Oktatási Nonprofit Limited Liability Company (Company Registration No.: 01 09 883019; Tax No.: 13981044-1-41; Registered Address: 1037 Budapest, Bokor Street 15–21., 2nd Floor, No. 33).
- 1.2.1.9. **Bilingual Program:** The English–Hungarian bilingual kindergarten, elementary, and secondary school program that constitutes the intellectual property of the Service Provider and is registered in the voluntary register of works of the Hungarian Intellectual Property Office under registration numbers 011922, 011923, and 011926.
- 1.2.1.10. **Bilingual Program Teacher:** A native English-speaking or balanced bilingual educator employed by the Service Provider.
- 1.2.1.11. **Partner Institution:** Any institution listed in Section 1.8 in which the Bilingual Program is implemented.
- 1.2.1.12. **Co-Teaching (Hungarian Native Speaker) Teacher:** An employee of the Partner Institution who provides co-teaching jointly and simultaneously with the Bilingual Program Teacher. For the collaborative preparation of bilingual co-taught subject lessons, this teacher holds a service contract with the Service Provider. Where such a teacher also holds a service contract with the Service Provider for English-only instruction, the Service Provider assumes professional responsibility for the quality of the teaching of English as a foreign language.
- 1.2.1.13. **Service Agreement:** The agreement between the Legal Representatives and the Service Provider regarding the service (as defined in Sections 1.5 and 1.6 of this GTC), including the personal data of the Legal Representatives.

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1.2.1.14. **Service Fee:** The fee payable for the implementation of the Bilingual Program, as defined in Section 1.10.2 of these GTC.

1.2.1.15. **Force Majeure:** Any external, unforeseeable, and unavoidable event beyond the control of the parties that renders the performance of the Agreement wholly or partially impossible, or disproportionately burdensome. Examples include natural disasters, public health restrictions, war, government-ordered closures, strikes, nationwide service outages, or banking system failures not attributable to the parties. A party invoking force majeure must notify the other party and provide evidence within three (3) business days of becoming aware of the event.

Force majeure does not include circumstances resulting from organizational shortcomings, late payment, or technical delays arising from the chosen payment method (e.g., Revolut, Wise, PayPal).

1.2.2. Financial Definitions

1.2.2.1. **Payment Frequency:** The method by which the service fee is paid—either in a single annual installment or in multiple installments.

1.2.2.2. **Installment Payment:** A structured payment schedule allowing the annual fee to be paid in smaller, predetermined installments (e.g., 2, 4, or 12 payments).

1.2.2.3. **Delay:** Failure to comply with the payment deadline, resulting in late-payment interest charges and other applicable consequences.

1.2.2.4. **Fairness-Based Installment Agreement:** A separate agreement for settling previously accumulated outstanding debts, distinct from the standard installment payment option.

1.2.2.5. **Data Sheet:** The form provided by the Service Provider at the time of contracting, completed by the Legal Representatives, containing the information necessary for contract performance, communication, and invoicing.

1.3. Description and Framework of the Program

1.3.1. Program Name: Bilingual English–Hungarian Educational Program (“Bilingual Program”).

1.3.2. The Service Provider holds exclusive rights to the Bilingual Program.

1.3.3. The Bilingual Program was launched in 2001 under the supervision of educational and linguistic experts. Its purpose is to develop practical, real-life bilingual language skills through the involvement of native English-speaking or balanced bilingual teachers.

1.3.4. In line with updates to the National Core Curriculum (NAT), the Service Provider continuously develops the Program, with particular emphasis on strengthening reading comprehension and applied mathematics skills as assessed by PISA benchmarks.

1.3.5. The Bilingual Program follows the Government Decree 110/2012 (VI.4.) on the publication, introduction and application of the National Core Curriculum and the guidelines for bilingual education in terms of educational content. It ensures continuous legal compliance, quality assurance and development in cooperation with national and international experts.

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- 1.3.6. In the school setting, the Service Provider is responsible for the professional content of English as a foreign language and civilization-related subjects, including the selection of methodologies and textbooks.
- 1.3.7. The Service Provider ensures the presence of native English-speaking or bilingual teachers during subject lessons. Bilingual Program Teachers participate in kindergarten activities and school lessons; however, the subject curricula are primarily determined by the Partner Institution and follow the NAT.
- 1.3.8. The Service Provider works closely with Co-Teaching Teachers to align Hungarian and Anglo-Saxon educational methodologies.
- 1.3.9. The Program is aligned with the operational rules and school calendar (including holidays, events, and breaks) of the Partner Institution.
- 1.3.10. The Service Provider implements the Program only in groups or classes where the number of paying students meets the legally required minimum. If the number falls below this threshold, the Service Provider may discontinue the Program in the affected group as of the following semester.
- 1.3.11. A detailed description of the Program and its annual requirements is published on the website bilingual.hu.

1.4. The Pillars of the Bilingual Program

- 1.4.1. Acquisition of English through English-only language instruction using English as a Foreign Language (EFL) methodology.
- 1.4.2. Development of spontaneous language use through dual-language instruction of selected subjects based on the Content and Language Integrated Learning (CLIL) approach.
- 1.4.3. Development of essential 21st-century skills within an interactive classroom environment.

1.5. Description of the Bilingual Program

The English–Hungarian Bilingual Educational Program is **an integrated system** built on the combined implementation of the following key instructional and educational elements.

- 1.5.1. Active participation of native English-speaking or balanced bilingual Bilingual Program Teachers during preschool and school activities.
- 1.5.2. Bilingual Program Teachers and their Hungarian Co-Teaching Partners work together in pairs.
- 1.5.3. The cooperation of the teaching pairs is based on the “one person – one language” method, in which each teacher communicates with students exclusively in their own native language.
- 1.5.4. The teaching pairs use pedagogical and instructional materials developed by the Bilingual Program, aligned with the current National Core Curriculum and the National Program for Early Childhood Education.

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- 1.5.5. The Bilingual Program teaches the target language entirely in the target language, without mediation in Hungarian, involving native English-speaking or balanced bilingual educators as Bilingual Program Teachers, as well as Hungarian English teachers.
- 1.5.6. Provision of the number of target-language classes taught entirely in the target language, as required by the National Core Curriculum (NAT) and related regulations.
- 1.5.7. Target-language support or talent development, preferably in language-level based groups (tutorial sessions).
- 1.5.8. Development of reading comprehension skills through the target-language Bilingual Reading Program.
- 1.5.9. The use of digital devices and educational software provided within the framework of the Bilingual Program is an integral part of the program.
- 1.5.10. Teaching pairs participate in regular methodological professional development.
- 1.5.11. Planned quality assurance inspections and evaluations of the work of the teaching pairs.
- 1.5.12. Regular assessment and feedback on students' language proficiency based on an internationally recognized examination system (Cambridge Language Testing).
- 1.5.13. Regular communication to parents regarding the material acquired by students (Open Door newsletter).
- 1.5.14. Ongoing professional development of the Bilingual Program Teachers and the program as a whole based on parental feedback.

1.6. The Service Provider's Values and Organizational Framework

- 1.6.1. According to the **philosophy of the Bilingual Program**, the bilingual family model provides the most effective language-learning environment. In a bilingual learning setting, children simultaneously experience and acquire both languages and cultures. Language instruction and learning are viewed as a shared endeavor, where students and teachers work collaboratively—based on CLIL/EFL methodologies—to create an age-appropriate, engaging, and interactive learning environment.
- 1.6.2. The **vision of the Bilingual Program** is that participating students complete the program with a near-native-speaker English language proficiency level.
- 1.6.3. The **mission of the Bilingual Program** is to provide participating children with a challenging and stimulating bilingual environment that fosters a passion for learning and encourages creative thinking, laying a strong foundation for their future opportunities.
- 1.6.4. The Service Provider operates on a **nonprofit basis**, meaning that all revenue generated through the implementation of the English–Hungarian Bilingual Educational Program is fully reinvested into education and the further development of the Bilingual Program.

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1.7. Supervisory Board

- 1.7.1. The Service Provider commits to operating transparently. To support cooperation and efficiency, its operations are overseen by a Supervisory Board (SB), composed primarily of Legal Representatives.
- 1.7.2. The role of the Supervisory Board is to oversee executive management, provide preliminary opinions on strategic decisions, and make resolutions regarding the settlement of disputes arising in areas that significantly affect the educational program.
- 1.7.3. The Supervisory Board is required to carefully monitor compliance with nonprofit operational principles.
- 1.7.4. The Supervisory Board adopts resolutions with the long-term sustainability and growth of the Service Provider in mind. In addition to financial matters, special attention is given to ensuring the quality and cost-effective sustainability of the education.
- 1.7.5. The Supervisory Board of the Service Provider consists of one owner representative and multiple parent representatives. Members are elected by the General Assembly in a way that ensures that the Supervisory Board represents the Bilingual Program Parent Community proportionately, both in professional expertise and in distribution across Partner Institutions.
- 1.7.6. Under the Civil Code, Supervisory Board members are entitled to review the Service Provider's books, request information from its managers, and involve experts to verify nonprofit compliance, contractual obligations, and adherence to the founding document. They may also provide substantive opinions on proposals submitted to the General Assembly.
- 1.7.7. The duties and powers of the Supervisory Board are defined by the Service Provider's Articles of Association and the Supervisory Board's Rules of Procedure.

1.8. Partner Institutions

- 1.8.1. The English–Hungarian Bilingual Educational Program is primarily implemented in accordance with the National Program for Early Childhood Education, and, in elementary and secondary schools, teaching based on the National Core Curriculum (collectively referred to as Partner Institutions). The Service Provider operates the Bilingual Program through cooperation agreements with Partner Institutions and their maintainers, and commits to continuously meeting the requirements of the National Core Curriculum and the National Program for Early Childhood Education.
- 1.8.2. The list of Partner Institutions is included in Appendix 2 of the General Terms and Conditions (GTC). Bilingual Nonprofit Ltd. reserves the right to modify the list of Partner Institutions.

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1.9. Responsibilities of the Service Provider

- 1.9.1. The Service Provider undertakes to implement the Bilingual Program as described in Sections 1.4 and 1.5 of the GTC. However, student academic and exam outcomes may be influenced by factors outside the Service Provider's control; therefore, the Service Provider assumes no liability for such results.
- 1.9.2. The Service Provider undertakes to ensure the presence of native English-speaking or balanced bilingual teachers in the Partner Institution, who participate as the English-speaking members of the teaching pair in the classes and activities provided by the Partner Institution. Teachers assigned by the Service Provider hold higher-education qualifications, are authorized to teach according to the regulations of their home country, and meet all requirements for employment in Hungary.
- 1.9.3. The Service Provider undertakes to provide preparation for the language exams included in its educational program and to organize such exams. However, as exam success depends on individual student performance, the Service Provider assumes no responsibility for the exam results.
- 1.9.4. The Service Provider provides English-language tutorial¹ sessions as an integral part of the Bilingual Program.
- 1.9.5. For an additional fee, the Service Provider organizes preparatory courses, talent development clubs, and camps.
- 1.9.6. The Service Provider undertakes to provide the English-language textbooks used for teaching English as a foreign language and target-language civilization courses, as well as English-language notes used in selected subject areas, in either printed or digital format. Based on recommendations from the class's native English-speaking teacher, the Service Provider may also provide additional materials, digital content, online resources, or access to applications.
- 1.9.7. The Service Provider undertakes to provide official written updates to the Legal Representative regarding the child's academic progress at the same time that Hungarian report cards are issued. If necessary, the Service Provider may also consult with the Legal Representative via email or in person.

1.10. Obligations and Responsibilities of the Legal Representative

- 1.10.1. By signing the contract, Legal Representatives expressly and irrevocably acknowledge that the Bilingual Program described in Sections 1.4 and 1.5 of the GTC forms an integrated, unified system whose elements cannot be separated or

¹ Tutorial session: small session of 4-8 participants in which Provider's native English-speaking teacher implements activities with children for catch-up or talent development purposes.

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requested individually, and can only be accessed upon payment of the Service Fee.

- 1.10.2. By signing the contract, Legal Representatives expressly and irrevocably agree to pay the Service Fee specified in Appendix 1 for the implementation of the Bilingual Program, in accordance with Section 2.4 of the GTC Financial Policy, and they assume joint and several liability for this payment.
- 1.10.3. By signing the contract, the Legal Representatives expressly and irrevocably acknowledge that they will respect all copyright protections related to the learning materials and educational tools provided by the Service Provider as part of the Bilingual Program. They agree to comply with all rules governing the use of these materials and to ensure that their child also adheres to them.
- 1.10.4. Legal Representatives acknowledge that the Bilingual Program may include elements that also appear in the Partner Institution’s pedagogical program (e.g., target-language English classes). However, the service fee does *not* cover the costs of programs offered outside the Bilingual Program (e.g., forest school, summer camps, weekend programs, certain exams, and other events), any tools or materials (e.g., teaching aids), or any unforeseeable or unavoidable costs not visible at the time the service fee is announced.
- 1.10.5. Legal Representatives agree to support the Student’s participation in the Bilingual Program, their integration into the community, and their relationship with the Program’s Teachers by following the information—sent via email or communicated in person—provided by the Bilingual Program Teachers and other employees of the Service Provider.
- 1.10.6. The Legal Representative agrees to submit any messages or requests in accordance with Section 3.3 of the GTC Quality Assurance and Complaint Handling Policy, and undertakes not to place any such burdens directly on the Student.
- 1.10.7. The Legal Representative agrees to cooperate with the Service Provider and acknowledges that their statements must not harm or endanger the Service Provider’s reputation, business interests, or public perception.
- 1.10.8. Legal Representatives acknowledge and continuously monitor the House Rules of the Partner Institution and the regulations of the Service Provider. They consider these binding and ensure that the Student learns and complies with the behavioral expectations contained therein.
- 1.10.9. The Legal Representative is entitled to attend parent-teacher meetings, teacher consultation hours, and open lessons. The Legal Representative agrees to participate in these events in accordance with the Partner Institution’s House Rules and the Service Provider’s regulations and guidelines.
- 1.10.10. The Legal Representative agrees to promptly compensate for any damage caused by the Student. Damage includes any material loss caused by the

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Student’s behavior or actions, as well as any harm caused to third parties for which the Service Provider or the Partner Institution is liable. Damage also includes harm resulting from behavior inside or outside the Partner Institution that injures or endangers the reputation of the Partner Institution or the Service Provider.

- 1.10.11. Compensation is required *in addition to* the financial obligations set out in the Service Agreement and is payable to the Partner Institution or the Service Provider. If the Student’s conduct violates the Criminal Code or any other law, or seriously disrupts the order of the Partner Institution, the Service Provider, or the community, the Service Provider is entitled to terminate the Service Agreement with immediate effect—without prior written notice.

1.11. Contracting and Enrollment in the Bilingual Program

1.11.1. A Service Agreement is established between the Student’s Legal Representatives and the Service Provider for the Student’s participation in the Bilingual Program.

1.11.2. The Agreement consists of the Service Agreement—including the Legal Representatives’ data—and the Service Provider’s current General Terms and Conditions (GTC). By signing the Service Agreement, the Legal Representatives acknowledge that they have read and accepted the Service Provider’s GTC, including the CHAPTER: ETHICAL AND CHILD PROTECTION CODE.

1.11.3. **Conditions for the Agreement to take effect:**

- 1) The Service Agreement has been signed.
- 2) The Legal Representative has submitted the Student’s application to the Partner Institution, specifying the class that implements the Bilingual Program.
- 3) The Partner Institution has issued an official admission decision to the Legal Representative.

1.11.4. **Admission to the Bilingual Program and the contracting process:**

- 1) **Data Collection:** Before enrollment, the Service Provider sends an electronic data request form via email. Legal Representatives must complete it online by the deadline. Enrollment cannot proceed without the completed form.
- 2) **Personal Data Verification:** At enrollment, the Legal Representative must present the required documents (ID card, address card, and, if applicable, the child’s educational ID number) and verify the information with the Service Provider. If only one Legal Representative is present, written authorization from the other is required.
- 3) **Signing the Agreement:** The Service Agreement is signed electronically by the Legal Representatives.
- 4) **Enrollment:** The Agreement takes effect only if the Legal Representatives successfully enroll the Student into the class/group participating in the Bilingual Program at the Partner Institution.

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- 5) **Registration Fee:** In the first year of participation, the service fee includes a registration fee. If the Legal Representative withdraws from participation after the Partner Institution has issued the admission decision, the Service Provider is entitled to charge the registration fee. If the service fee has not yet been paid, the registration fee will be invoiced separately. The amount is specified in Appendix 1 of the GTC.
- 6) **School Decision:** The Partner Institution sends the admission decision to the Legal Representative. The Parties acknowledge that the effectiveness of the Agreement depends on the Student being admitted to the Partner Institution cooperating with the Service Provider. If the Student is not admitted, the Agreement does not take effect, and no service relationship is created.
- 7) **Effective Date of the Agreement:** As specified in Section 1.11.3 of the GTC.
- 8) **Payment of the Service Fee:** As specified in Section 1.10.2 of the GTC.

1.11.5. The Legal Representative acknowledges that acceptance of the General Terms and Conditions (GTC) is an essential requirement for enrollment and contracting. If the Legal Representative does not accept the GTC, the Service Provider cannot ensure the Student's participation in the Bilingual Program.

1.11.6. The Legal Representative must ensure that each Legal Representative uses a different email address and that these are private email accounts. Accurate email information is essential for electronic contracting.

1.11.7. The Service Provider reserves the right to modify the details, deadlines, and technical solutions used in the enrollment process (including the electronic signature system) if legal, institutional, or operational requirements change. The Service Provider will notify the Legal Representative in advance via electronic communication. Changes to the enrollment process do not affect the validity of Service Agreements that have already been concluded.

1.11.8. Legal Representatives bear joint and several liability for all payment and other obligations related to the Bilingual Program, meaning that the Service Provider may request full payment from either Legal Representative.

1.11.9. Duration of the Agreement: The Agreement is concluded for an indefinite period and follows the academic-year structure of the Bilingual Program.

1.12. Termination and Cancellation of the Agreement

1.12.1. The Agreement may be terminated:

- a) by mutual consent of the Parties;
- b) by ordinary termination;
- c) by extraordinary termination.

1.12.2. The Service Agreement terminates without a separate written notice:

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- a) when the Student completes their studies within the Bilingual Program by completing their studies at the Partner Institution;
 - b) if the Service Provider elects voluntary liquidation and immediately ceases operations, or if a court orders the liquidation of the Service Provider;
 - c) upon the death of the Student or if an illness renders continuation of the Agreement impossible.
- 1.12.3. The Legal Representative may terminate the Agreement without justification through ordinary termination by providing 30 days' written notice. The notice period begins on the day following receipt by the Service Provider. Ordinary termination does not affect payment obligations for the current school year unless otherwise agreed in writing by the Parties.
- 1.12.4. The Service Provider may terminate the Agreement with 60 days' written notice and justification, particularly in the following cases:
- a) if cooperation with the Partner Institution, or the conditions necessary for operating the Bilingual Program, permanently cease to exist, making continuation of the Program impossible at that Partner Institution;
 - b) if circumstances beyond the Service Provider's control make continued provision of the Bilingual Program unreasonably burdensome at the Partner Institution;
 - c) if the number of students in the group falls below the legally required minimum;
 - d) if the Legal Representative repeatedly and seriously violates the fundamental rules of cooperation with the Program.
- 1.12.5. When issuing ordinary termination, the Service Provider shall inform the Legal Representative of the reason for termination and the applicable settlement terms.
- 1.12.6. Extraordinary termination by the Legal Representative: The Legal Representative may terminate the Agreement with immediate effect if the Service Provider commits a material breach of contract and fails to remedy the breach within a reasonable time despite written notice.
- 1.12.7. The Service Provider may terminate the Agreement with immediate effect through extraordinary termination, particularly in the following cases:
- a) if the Payer is more than 60 days in arrears with the Program fee and fails to pay despite written notice from the Service Provider;
 - b) if the Legal Representative or the Student engages in conduct that seriously endangers the operation of the Bilingual Program, the safety of the community, or the rights of other children;
 - c) in the event of serious or repeated violations of the Ethical and Child Protection Code;
 - d) if the Legal Representative persistently refuses to cooperate with the Service Provider or obstructs the operation of the Bilingual Program.
- 1.12.8. In the event of extraordinary termination, the Service Provider is entitled to immediately suspend the Student's participation in the Bilingual Program.

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- 1.12.9. Upon termination of the Student’s participation, all obligations undertaken by the Legal Representatives under the Service Agreement become due as of the date the student relationship ends, and the Parties must settle all outstanding accounts.
- 1.12.10. The Service Provider may deliver notice of termination of the Service Agreement in writing, either by email or by postal mail, to the official contact details provided by the Legal Representatives.
- 1.12.11. The Legal Representative may initiate termination of the Service Agreement using the Service Provider’s designated electronic form, available at <http://Bilingual/dokumentumtar/> under the section pertaining to amendments of the Service Agreement.
- 1.12.12. If more than one person acts as Legal Representative for the Student, termination—like conclusion of the Agreement—requires a joint declaration by both Legal Representatives.
- 1.12.13. Termination becomes effective upon receipt by the notified Party. The applicable delivery rules are set out in Section 3.8 of the GTC’s Quality Assurance and Complaint Handling chapter.
- 1.12.14. In the event of termination of the Agreement, the Service Provider shall settle the Program fee paid in accordance with the school-year organizational schedule. Fees for service periods already provided are non-refundable. The rules governing refunds for future service periods are set out in Annex 1/d of Section 2.16 of the GTC Financial Policy.
- 1.12.15. The notice period begins on the day following receipt of the termination notice.

1.13. Availability of the GTC and Other Provisions

- 1.13.1. The General Terms and Conditions are available on the website bilingual.hu and in printed form at the Service Provider’s headquarters and at the Partner Institutions.
- 1.13.2. The Service Provider is entitled to unilaterally amend the provisions of these General Terms and Conditions. Amendments may be justified particularly—but not exclusively—in the following cases:
 - a) changes in legislation or regulatory requirements;
 - b) changes to the content, methodology, number of lessons, or organizational structure of the educational program;
 - c) the introduction of a new educational program or the modification or discontinuation of an existing program;
 - d) changes to Program fees, payment terms, or discount policies;
 - e) modifications required to improve the quality, efficiency, or safety of the service.
- 1.13.3. If the General Terms and Conditions are amended, the Service Provider shall inform the Legal Representative by email. The Service Provider shall ensure that the consolidated version of the GTC is made available in the usual locations before it enters into effect. At least 15 days must elapse between publication and the effective date.

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1.13.4. The notification must include:

- a brief summary and justification of the amendment;
- the location where the updated GTC can be accessed;
- the effective date of the amendment.

1.13.5. If the amendment affects the legal relationship between the Parties, the Legal Representative is entitled to terminate the Agreement—without additional charges—prior to the effective date of the amended terms, should they choose not to accept them. The notice period shall be at least 15 days. If the Legal Representative does not exercise this right by the specified deadline and continues to use the services of the Bilingual Program after the amendment takes effect, the amended GTC shall be deemed accepted.

1.14. Available Legal Remedies

1.14.1. The Legal Representative may submit a written complaint regarding the performance, quality, organization, or contractual terms of the bilingual educational service in accordance with the complaint-handling procedure set out in Section 3.3 of the GTC.

1.14.2. If the Legal Representative or the Payer does not agree with the outcome of the Service Provider’s complaint-handling procedure, they may seek legal remedy and initiate court proceedings under the general rules of civil law.

1.14.3. The Parties undertake to resolve any disputes arising from this Agreement primarily through peaceful means. If the matter cannot be resolved through negotiation, the Parties may enforce their claims before the competent court.

1.14.4. Given that the linguistic effectiveness of bilingual education depends on individual abilities, prior knowledge, cooperation, and the extent of practice at home, learning outcomes cannot be guaranteed. Therefore, claims based solely on learning results cannot constitute grounds for legal remedy unless a contractual breach by the Service Provider can be proven.

2. CHAPTER: FINANCIAL REGULATIONS

2.1. Purpose and Scope of the Regulations

2.1.1. These Financial Regulations define the financial terms governing the service relationship established between Bilingual Kétnyelvű Oktatási Nonprofit Kft. (“Service Provider”) and the parent or other legal representative lawfully representing the student enrolled in the Bilingual Program and enters into a contractual relationship with the Service Provider (“Legal Representative”). These Financial Regulations form part of the General Terms and Conditions of the Service Agreement concluded between the Service Provider and the Legal Representative and constitute an integral component thereof.

2.1.2. The purpose of these Financial Regulations is to define uniform contractual and financial obligations related to the use of services, including—but not limited to—conditions of

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enrollment, amendments to the contract, payment methods, discounts, and the consequences of late payment. This document sets forth the financial rules applicable to the Bilingual Program. For any matters not regulated herein, the provisions of Act V of 2013 on the Civil Code and the relevant legislation on taxation and invoicing shall apply.

2.2. General Principles

- 2.2.1. The Service Provider enters into contracts related to participation in the Bilingual Program exclusively with the natural person(s) acting as the Student’s Legal Representatives.
- 2.2.2. The Service Agreement must be signed by both Legal Representatives, who bear joint and several liability for compliance with all contractual obligations, including financial and non-financial obligations.
- 2.2.3. To ensure legally compliant invoicing, the Legal Representatives must designate a Cost Bearer in whose name and to whose address invoices will be issued and delivered by the Service Provider.
- 2.2.4. These General Terms and Conditions establish that the amount of the payment obligation—given its annual nature—does not depend on the actual time the Student participates in the Program during the school year. The Legal Representatives must fulfill their payment obligations throughout the duration of the contractual relationship, even if, for reasons outside the control of the Service Provider or the Partner Institution, the Student does not use the agreed services in full or for the entire school year.
- 2.2.5. The Legal Representative acknowledges that the service fee cannot be reduced due to the Student’s absence or illness. An exception applies in cases of long-term illness (including hospitalization) that prevents attendance at the educational institution, in which case the service may be suspended. Long-term illness is defined as a medical condition certified by a specialist that prevents school attendance for at least 30 consecutive days or qualifies as a chronic illness under Annex 2 of Government Decree 15/2013 (II.26.) EMMI.
- 2.2.6. The Agreement is signed electronically through the eszerzodes.hu system at <https://eszerzodes.hu/altalanos-szerzodesi-feltetelek>. The Service Provider enters into contracts through other electronic signature providers or in paper format only in exceptional cases, subject to individual assessment.
- 2.2.7. The Parties expressly accept that a contract concluded electronically through the eszerzodes.hu system constitutes a written agreement. The contract is available electronically through the system. The Service Provider reserves the right to provide the contracting and signature process through other service providers if necessary.

2.3. Reporting Changes in Personal Data

- 2.3.1. The Legal Representative must notify the Service Provider in writing—using the Data Sheet specified in Section 1.2.2.5.—within 8 days of any change to their personal data. The Service Provider assumes no liability for any damages arising from failure to provide such notification.

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2.4. Service Fee and Payment Obligation

- 2.4.1. A service fee must be paid for participation in the Bilingual Program in accordance with the terms set forth below. The applicable service fees are listed in Annex 1.
- 2.4.2. The annual service fee must be paid in advance in a single lump-sum payment (Basic payment method).

2.5. General Invoicing Rules (format, deadlines), Method of Invoicing and Payment

- 2.5.1. The Service Provider issues an electronic invoice in the name of the Cost Bearer for the educational services provided (“English preschool preparatory education” for preschool services and “English primary education” for primary school services). The invoice is sent to the email address designated by the Legal Representative at least 10 calendar days before the payment deadline. For mid-year enrollments, shorter invoicing and payment deadlines may apply to ensure that the Student can participate in the Program without delay.
- 2.5.2. The Legal Representative must pay the service fee by bank transfer to the bank account indicated on the invoice, within the specified payment deadline.
- 2.5.3. The preschool component of the Bilingual Program does not qualify as preschool care and, according to the position of the National Tax and Customs Administration (NAV), is neither tax-exempt nor tax-deductible. The Legal Representative acknowledges that the Service Provider cannot issue any tax certificate for the service fee.
- 2.5.4. The Service Provider issues electronic transfer invoices (e-invoices) in compliance with applicable legal requirements.
- 2.5.5. The Parties acknowledge that the service fee may change from one school year to the next. The Service Provider is entitled to unilaterally modify the fee, taking into account the following factors:
 - a) the annual consumer price index published by the Hungarian Central Statistical Office (KSH) as it relates to the Company’s cost structure;
 - b) exchange-rate fluctuations between HUF–USD and HUF–EUR as published by the Hungarian National Bank (MNB);
 - c) changes in taxes, contributions, or mandatory charges imposed on the Service Provider.
- 2.5.6. The primary—although not exclusive—components of the consumer basket relevant to the Company’s cost structure include personnel costs related to educational staff, as well as rental and directly related service costs for housing provided to staff arriving in Hungary. Adjustments to the service fee reflect the aggregated and reasonable changes in these cost factors.
- 2.5.7. As part of the annual business plan, the Managing Director proposes the service fee for the upcoming school year to the Supervisory Board and the General Assembly, who approve it in accordance with applicable laws. The Service Provider must publish the service fees for the next school year by May 1 of each year.

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2.6. Payment Methods (Frequency) and Deadlines

- 2.6.1. The service fee for the school year must be paid in advance in a single lump sum by June 10 preceding the given school year. Payment is deemed fulfilled on the date that the amount is credited to the Service Provider's bank account (Basic payment method).
- 2.6.2. The payment deadline for invoices issued during the school year is the due date indicated on the invoice. If the due date falls on a bank holiday, the deadline is automatically extended to the next banking day.
- 2.6.3. In addition to the Basic payment method, the Service Provider may, at its discretion, authorize alternative payment methods based on the Legal Representative's selection. In such cases, the service fee may be paid in installments, as detailed in Annex 1/c.
- 2.6.4. Monthly installment payments (12 installments) may be selected if the Legal Representative agrees to set up a standing bank transfer order in favor of the Service Provider by June 10 preceding the school year and pays the first monthly installment by the same date.

2.7. General Rules on Discounts

- 2.7.1. Discounts are commercial benefits governed by Section 71 (2) of the VAT Act and must be granted based on objective and identical conditions for all eligible parties. Failure to meet payment deadlines constitutes a breach of the principle of equal conditions and results in the automatic loss of any discounts.
- 2.7.2. Discounted service fees are listed in Annex 1.
- 2.7.3. Where applicable, claims for discounts must be submitted in the manner and within the deadlines specified by the Service Provider.
- 2.7.4. A discount remains valid only as long as all applicable conditions are continuously met; otherwise, it terminates automatically, and the invoice will be adjusted to reflect the non-discounted fee in accordance with accounting and invoicing rules.
- 2.7.5. Only a duly certified force majeure event may justify missing a deadline.
- 2.7.6. General grounds for the loss of discounts include, without limitation:
 - a) failure to meet the payment deadline;
 - b) payment delay exceeding 30 calendar days;
 - c) failure to satisfy the conditions required for the discount;
 - d) failure to submit, or the rejection of, the discount application.

2.8. Early Bird Discount (advance payment discount)

- 2.8.1. The Service Provider grants an advance-payment discount if the Legal Representative undertakes to pay the full annual service fee in a single installment before the June 10 deadline preceding the school year.

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- 2.8.2. The Early Bird Discount is applied automatically if all conditions set out in Section 2.8.1 are fulfilled.
- 2.8.3. Payment is deemed fulfilled on the date the amount is credited to the Service Provider’s bank account. With the exception of force majeure, no justification for missing the strict deadline will be accepted.
- 2.8.4. Because missing the deadline violates the objective and equal conditions required under Section 71 (2) of the VAT Act, no grace period applies. The discount cannot be granted after the deadline—even on an equitable basis.
- 2.8.5. If the Early Bird Discount cannot be applied, the full service fee must be paid as specified in Annex 1.

2.9. Smart Bird Discount

- 2.9.1. The Smart Bird Discount is a discount linked to strict payment discipline and is currently applicable only within the primary school program. The amount of the discount and the applicable rules are set out in Annex 1.
- 2.9.2. The Smart Bird Discount may be applied beginning in the Student’s second contractual year of participation. It is granted automatically if all payment obligations in the previous school year were fulfilled on time, including service fees, camp fees, and any supplementary charges.
- 2.9.3. The Smart Bird Discount remains valid only as long as all payment obligations are met on time. If any payment delay exceeds 30 calendar days, eligibility for the discount terminates automatically, and the full non-discounted fee must be paid for the school year, as specified in Annex 1.
- 2.9.4. A prerequisite for the Smart Bird Discount is that the Student participates in the Program for the entire school year.
- 2.9.5. Eligibility is reviewed by the Service Provider at the beginning of each school year. If a payment delay exceeding 30 days occurred in the previous school year, the discount may not be applied.
- 2.9.6. As an exception, the Smart Bird Discount may also be applied in the Student’s first year of primary school if the Student previously attended the Preschool Program and all other eligibility conditions are met.
- 2.9.7. The discount terminates during the school year if any payment obligation becomes more than 30 days overdue.
- 2.9.8. Any invoice overdue by more than 30 days will be adjusted to the non-discounted amount. All subsequent invoices issued in the same school year will be issued without the discount.
- 2.9.9. Termination of the discount does not affect invoices already paid at the discounted rate.

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2.10. Sibling Discount

- 2.10.1. The Service Provider offers a reduced service fee if multiple children of the Legal Representative participate in the Program simultaneously and all conditions set out in this section are met.
- 2.10.2. A sibling discount may be claimed if, in the school year in which it is applied, the Student has a sibling who participates in the Program at the full service fee for the entire school year and all contractual obligations have been duly fulfilled.
- 2.10.3. The sibling discount may first be applied in the school year in which the second child starts the Program, provided that the Legal Representatives demonstrated Smart Bird–level payment discipline in the preceding school year (i.e., no payment delay exceeding 30 days occurred).
- 2.10.4. Applications for the sibling discount must be submitted between May 1 and May 20 preceding the school year. New entrants may apply during the contracting process, using the application form specified by the Service Provider.
- 2.10.5. The Legal Representative must submit an application in order to receive the sibling discount. The discount will be granted if all eligibility conditions are met. Late applications will be rejected.
- 2.10.6. Eligibility for the sibling discount is reviewed annually. If any payment delay exceeding 30 days occurred in the previous school year, the discount cannot be applied in the following school year.
- 2.10.7. The sibling discount terminates if the number of participating children drops below two (for example, due to withdrawal during the school year) or if the Legal Representative fails to meet the Smart Bird–level payment discipline requirements.
- 2.10.8. If the sibling discount terminates, the full non-discounted service fee must be paid for all Students for that school year.

2.11. Modification Requests and Their Processing

- 2.11.1. The payment frequency and the designated Cost Bearer may be modified once per year, between May 1 and May 20 preceding the school year. Requests must be submitted using the form available at <https://bilingual.hu/szerzodessel-kapcsolatos-valtoztatások-bejelentese/>.
- 2.11.2. Modification requests submitted after the deadline may only take effect in the following school year; invoices already issued cannot be modified.
- 2.11.3. Changes to the invoicing address or email address must be reported in writing—via the designated form—within 8 days.

2.12. Request for Payment by Instalments (Equity-Based)

- 2.12.1. In cases of temporary financial difficulty, a request for installment payments may be submitted. No concessions other than installment arrangements may be granted. Such requests are reviewed by the Managing Director.

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- 2.12.2. Installment agreements apply exclusively to past-due amounts. A prerequisite is that the Legal Representatives commit to having no other overdue debts, including future service fees or additional charges.
- 2.12.3. Requests must be submitted through the online form. The Service Provider will send an individual information sheet necessary for preparing the installment agreement (including frequency, amount, and duration). The agreement is processed according to the procedures outlined above.
- 2.12.4. If any deadline in the installment agreement is missed, debt collection will proceed in accordance with the original procedures.

2.13. Late Payment and Consequences

- 2.13.1. If the Cost Bearer fails to settle the service fee by the payment deadline, the Service Provider shall charge late-payment interest in accordance with Section 6:155 (1) of the Civil Code. The applicable late-payment interest rate equals twice the prevailing central bank base rate.
- 2.13.2. For disputed invoices or payment-related complaints, the Legal Representative must follow the Quality Assurance and Complaint Handling Procedure described in the GTC. Section 3.4 governs the method and deadline for submitting objections.
- 2.13.3. If the Cost Bearer fails to fulfil the payment obligation, the Service Provider shall send a written payment reminder granting a 15-day deadline for settlement. This does not affect the accrual of late-payment interest. The Service Provider may initiate discussions with the Legal Representative. If the extended deadline expires without result, or if discussions are unsuccessful or do not take place, the Service Provider may enforce its claim together with late-payment interest, engage a debt-collection agency, initiate legal proceedings, or terminate the Agreement with immediate effect. **All enforcement costs shall be borne by the Legal Representative.**
- 2.13.4. In the event of late payment, the Service Provider shall proceed as follows after the payment deadline:
 - a) after 15 days: an automatic email reminder is sent, notifying the Cost Bearer of the overdue invoice and the impending loss of discounts after a 30-day delay;
 - b) after 30 days: a payment notice is sent by email. Any delay exceeding 30 days results in the automatic loss of discounts;
 - c) after 45 days: a pre-litigation notice is issued;
 - d) after 60 days: debt-collection proceedings are initiated, and invoices are forwarded to legal enforcement representatives or debt-collection agencies. All related costs are borne by the Cost Bearer.
- 2.13.5. The Service Provider may share only the personal data strictly necessary for debt recovery with the debt-collection agency. The Legal Representatives expressly consent to this upon signing the Agreement. Such data may include: identification data (name, birth name, mother's name, ID number), contact information (address, email, telephone number), contract and debt details,

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payment history, and any information requested by a notary or court, as well as the bank account number.

- 2.13.6. Immediate termination of the Agreement does not affect the Legal Representative’s payment obligations accrued up to that date.
- 2.13.7. In the event of termination with immediate effect, the Legal Representative agrees to initiate the Student’s withdrawal from the contracted class, group, or institution within 15 days of receiving the notice. Failure to comply shall constitute unauthorized use of the Service, and the Legal Representative must pay HUF 20,000 per day for each day the Student continues to attend the contracted class, group, or institution following termination.
- 2.13.8. If the Legal Representative subsequently settles all overdue amounts in full, the Service Provider will—on the first occasion—refrain from terminating the Agreement and from charging the daily unauthorized-use fee. If payment failures occur a second time, the Service Provider may invoice both the previous and the current collection-related costs.

2.14. Other Consequences (e.g., loss of feedback)

- 2.14.1. The Legal Representative acknowledges that any invoice overdue for more than 60 days results in loss of entitlement to student performance feedback (e.g., end-of-year video, mid-year and end-of-year English evaluations), parent-teacher meetings with native English-speaking or bilingual teachers, Cambridge testing, participation in camps or school events, and receipt of English textbooks (at the beginning of the school year).
- 2.14.2. By signing the Service Agreement, the Legal Representative grants the Service Provider irrevocable authorization to request that the Student be reassigned to another class or group if payment is more than 60 days overdue, or if the Student engages in serious misconduct that results in a warning or reprimand issued by the principal of the Partner Institution.

2.15. Invoicing and Payment Terms for Items Outside the Service Fee

- 2.15.1. Irregular expenses—such as supplies, class trips, study visits, and extracurricular activities—are not included in the service fee, as participation in these activities is voluntary for both the Legal Representative and the Student. These costs must be paid separately.
- 2.15.2. Camps
 - 2.15.2.1. Submission of the camp registration form always creates a binding payment obligation.
 - 2.15.2.2. Camp registrations cannot be cancelled because the Service Provider makes advance reservations with external providers that are non-refundable or only partially refundable. Therefore, submitting the registration constitutes an obligation to pay the full camp fee; non-payment does not qualify as cancellation.
 - 2.15.2.3. If the Student is unable to attend the camp due to an unexpected medical condition (supported by a medical certificate), only the amount actually refunded by the external providers will be reimbursed. This amount varies by camp and does not constitute a statutory right of withdrawal.

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2.15.3. Clubs

2.15.3.1. The full-year fee for each extracurricular activity is invoiced upon registration and must be paid in full.

2.15.3.2. No refund is provided for cancellations submitted after the registration period, as venue rental is contracted for the entire year. Consequently, refunds are not issued even if the Student later withdraws from the institution. For mid-year enrollments, the full-year fee applies, although in certain cases a half-year payment option may be available; in such cases, the Service Provider will provide separate information.

2.15.4. Reading Program Book Lending

2.15.4.1. The Bilingual Reading Program is free of charge for Students; the Program covers the full cost of books, library operations, and ongoing maintenance.

2.15.4.2. If a book is lost, severely damaged, or not returned by the deadline, the Cost Bearer must reimburse its current value upon receipt of an invoice.

2.16. Special Rules for Mid-Year Entry and Withdrawal

2.16.1. Mid year enrollment (non standard enrollment) is defined as the establishment of a student status outside the enrollment period specified in the relevant legislation governing the school year schedule

2.16.2. In the case of mid-year or non-standard enrollment (meaning the date of commencement of Student status as certified by the Partner Institution), the payment deadline is the due date indicated on the invoice issued after signing the Agreement, in accordance with invoicing rules. However, the due date indicated on the invoice serves solely as an administrative deadline; the Student may begin attending the class or group operating under the Bilingual Program only after both Legal Representatives have electronically signed the Service Agreement and the first invoice(s) issued have been paid in full.

2.16.3. For mid-year enrollment, the amount invoiced cannot be prorated within a given month; the basis for calculation is the month in which enrollment begins. The official enrollment date is always the date designated by the Partner Institution as the commencement of student status. In cases of non-standard enrollment, payment methods other than a one-time lump-sum payment may be selected until August 31 preceding the school year. The fees applicable to mid-year entry and withdrawal are outlined in Annex 1/d.

2.16.4. In the case of mid-year enrollment, the sibling discount may be applied retroactively at the end of the school year, subject to the individual decision of the Managing Director. The Smart Bird Discount may be applied starting from the following school year.

2.17. Mid-Year Withdrawal – Suspension or Termination of Service

2.17.1. Mid-year withdrawal is defined as the termination or suspension of the Student's status during the school year within the Bilingual Program and within the corresponding class or group of the Partner Institution.

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2.17.2. Suspension or termination may be reported by the Legal Representative using the “Changes Related to the Service Agreement” form available at <http://bilingual.hu/letoltesek/>. The request will be accepted only if its duration corresponds with the records maintained by the Partner Institution.

2.18. Suspension of Service and Related Conditions

2.18.1. Suspension of the Agreement may be requested in the event of an absence of longer than three months and may be approved on an individual, case-by-case basis.

2.18.2. Suspension takes effect if the Student’s status at the Partner Institution is likewise suspended, or if the Student is placed under private-student status and is unable to attend classes for an extended period. The duration of the suspension follows the period determined by the Partner Institution and is not subject to review or modification by the Service Provider.

2.18.3. During the suspension period, the Student does not participate in the activities of either the Partner Institution or the Bilingual Program; therefore, no invoice is issued for this period, and the payment obligation is suspended. If, during the suspension, the Student participates in any activities, such participation shall be deemed use of the Service and must be invoiced accordingly. Suspension affects only future payment obligations and does not waive the obligation to settle any outstanding debts from periods prior to the suspension.

2.18.4. If suspension occurs during the school year, fee settlement shall follow the rules applicable to mid-year entry and withdrawal.

2.19. Settlement in Case of Withdrawal

2.19.1. In the event of termination of the Agreement, the Service Provider shall settle the fees already paid, taking into account the Program’s annual organizational structure and the fees specified in Annex 1/d.

2.19.2. Fees for service periods already completed are non-refundable.

2.20. Rules for Overpayment and Refunds

2.20.1. Any amount resulting from overpayment or settlement shall be primarily offset against the next service fee that becomes due. If no further invoices are expected, the remaining balance shall be refunded to the bank account of one of the Legal Representatives, as designated in their declaration.

2.21. Rules of Communication

2.21.1. The Service Provider responds to inquiries related to accounting, financial matters, and settlements exclusively in writing. Administrative requests may be submitted through the electronic form available on the Service Provider’s website.

2.21.2. The processing time for such inquiries is within 10 calendar days from the date of receipt.

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2.21.3. Additional fee-based administrative services.

2.21.3.1. The Service Provider is entitled to charge an additional fee for administrative tasks that are not directly related to the provision of the Service or that are performed upon the Legal Representative's separate request. The fee is HUF 10,000 per commenced hour, up to a maximum of HUF 25,000.

2.21.3.2. Such tasks include, but are not limited to: processing Installment Payment Agreements (as a separate procedure); preparing detailed statements (for multiple Students or multiple school years); handling late modification requests; meeting special administrative requirements; issuing individual certificates; large-volume copying; document scanning; collecting and organizing invoices from previous school years; translation or certified translation; postal mailing; courier services; and any activity that exceeds the usual scope of the Service or requires external resources.

2.21.3.3. The Service Provider shall inform the Legal Representative in advance about the performance of any additional fee-based tasks and the anticipated costs associated with them.

3. CHAPTER: QUALITY ASSURANCE AND COMPLAINT HANDLING REGULATIONS

3.1. Introductory Provisions

3.1.1. The Quality Assurance and Complaint Handling Regulations form part of the General Terms and Conditions, which constitute an integral part of the Service Agreement between Bilingual Kétnyelvű Oktatási Nonprofit Kft. as the Service Provider and the Legal Representative responsible for the Student using the Service, as well as the designated Cost Bearer as the Customer. These Regulations define the rules governing service-related quality assurance and the procedures for complaint handling.

3.2. Quality Assurance

3.2.1. The Service Provider delivers bilingual education in accordance with Section 1.2.1.9 of the General Terms and Conditions (GTC). To ensure the quality of bilingual education, the Service Provider carries out the following activities:

Several native English-speaking staff members participate in the teacher selection process, verifying candidates' English as a Foreign Language (EFL) qualifications, professional references, native-speaker or balanced-bilingual status, teaching experience, and compliance with all legal employment requirements in Hungary (including criminal background checks and medical clearance).

3.2.2. Upon employment (typically in July or later, depending on arrival), the Bilingual Program Teacher participates in an orientation training. During this training, the Service Provider provides theoretical and practical instruction on the Hungarian educational system, team-teaching practices, CLIL and EFL methodologies, culturally relevant Hungarian preschool and school routines (e.g., holidays, etiquette differences), and child-protection guidelines, including school

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bullying prevention. During orientation, the Bilingual Program Teacher meets their team-teaching partners, and they prepare together for collaborative work.

- 3.2.3. The Service Provider undertakes to provide continuous training to Bilingual Program Teachers, organizes at least one lesson observation per year with the consent of the Partner Institution’s principal and the involvement of a supervising expert, and conducts pedagogical training sessions—preferably led by internationally recognized foreign trainers and/or senior native-English professional staff of the Bilingual Program. Major training updates are communicated to Legal Representatives via the bilingual.hu/News webpage or by email.
- 3.2.4. The Service Provider continuously monitors and develops the quality of its services. It operates a performance-evaluation system that supports the professional development of Bilingual Program Teachers, based partly on parental feedback and partly on evaluations conducted by the professional support team.
- 3.2.5. The Service Provider makes every reasonable effort to arrange substitution in the event of a Bilingual Program Teacher’s absence. Once per school year, substitution for a period of up to one month may be provided by a Hungarian teacher with an English major. Substitution is conducted in accordance with the Bilingual Program’s general substitution procedures, and any missed English-language vocabulary content is subsequently compensated.
- 3.2.6. Each year, the Service Provider invites Legal Representatives—and, in some cases, Students—to evaluate the Bilingual Program and its Teachers through a satisfaction survey. The Program is further developed based on anonymous survey data, suggestions, and feedback.

3.3. Complaint Handling (quality concerns, complaints)

- 3.3.1. With respect to feedback concerning service quality, operational procedures, or customer care, Legal Representatives, external parties in a contractual or employment relationship with the Service Provider, and the Service Provider’s employees must adhere to these **Quality Assurance and Complaint Handling Regulations**.
- 3.3.2. Complaints relating to services provided by the Partner Institution are governed by the Partner Institution’s own policies. Quality-related concerns involving the Partner Institution or its staff must be investigated by the Partner Institution. Other than in matters involving child protection, the Service Provider does not investigate or forward such complaints. However, the Service Provider cooperates with the Partner Institution in investigating complaints that also involve the Service Provider or when the Partner Institution specifically requests such cooperation.
- 3.3.3. Concerns relating to the Service Provider’s own activities should first be addressed to the relevant Bilingual Program Teacher. To help overcome language barriers, Hungarian-speaking Program staff are available to assist.
- 3.3.4. If consultation with the relevant Bilingual Program Teacher does not lead to a resolution, or cannot take place, the Bilingual Program Manager assigned to the Partner Institution will assist in investigating and resolving the concern.

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- 3.3.5. Legal Representatives may submit written complaints or concerns directly to the Service Provider’s central management via email at info@bilingual.hu.
- 3.3.6. The Service Provider must begin the substantive investigation of the complaint within 10 school days and must notify the Legal Representative by email regarding the initiation of the process and the designated contact person.
- 3.3.7. The Service Provider has 15 school days to investigate the submitted complaint. This period may be extended once by an additional 15 school days, with simultaneous notification to the Legal Representative. Upon completing the investigation, the Service Provider may notify a broader group of Legal Representatives beyond the complainant.
- 3.3.8. If the Legal Representative is dissatisfied with the handling of the complaint, they may escalate the matter to the Service Provider’s Managing Director, who must provide a substantive response within 10 school days.
- 3.3.9. If the Legal Representative remains dissatisfied with the Managing Director’s response and agrees to accept the decision of the Supervisory Board—which consists primarily of Legal Representatives—as final and binding, they may submit the complaint to the Supervisory Board using the contact details available under the “Contact” menu on the bilingual.hu website.
- 3.3.10. The complaint-handling process does not entitle the Legal Representative to withhold payment of service fees.
- 3.3.11. The above procedure must also be followed when the complainant is a Co-Teaching Teacher, a representative of the Partner Institution, or any other person affected by the Service Provider’s activities.

3.4. Handling Financial and Invoicing-Related Reports and Complaints

- 3.4.1. Questions, correction requests, objections, and complaints relating to invoices must be submitted to the Finance Department.
- 3.4.2. Invoice-related complaints fall under a separate, strictly regulated procedure due to legal and accounting compliance requirements.
- 3.4.3. Objections relating to invoices issued by the Service Provider (hereinafter: invoice objection) may be submitted only in writing, before the payment deadline indicated on the invoice, using the form available under the Contact menu on the bilingual.hu website: <https://bilingual.hu/penzuggyel-szamlazassal-kapcsolatos-kerdesek/>
- 3.4.4. The Service Provider accepts invoice objections only if they are based on clearly verifiable and objective billing errors.
- 3.4.5. General comments or feedback submitted after the payment deadline do not qualify as invoice objections and do not affect the Cost Bearer’s payment obligations.

3.5. Acceptable Grounds for Invoice Objections

- 3.5.1. The Service Provider considers an invoice objection justified particularly in the following cases:

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- a) incorrect data on the invoice, including but not limited to the Cost Bearer’s name, address, tax number, product or service description, or date of performance;
- b) non-compliance with legal invoicing requirements, including missing mandatory elements, incorrect VAT rate, or incorrect currency;
- c) duplicate invoicing of the same service where an invoice has already been issued;
- d) discrepancies between the invoice and the contractual terms regarding price, payment deadline, or currency.

3.6. Procedure for Invoice Objections and Financial Complaints

- 3.6.1. The Service Provider shall investigate properly submitted invoice objections or financial complaints within 15 school days of receipt.
- 3.6.2. The Service Provider shall notify the Cost Bearer in writing—using the delivery rules set out in Section 3.8—of the result of the investigation.
- 3.6.3. If the invoice objection is deemed justified, the Service Provider shall issue a corrective or cancellation invoice in accordance with applicable laws.
- 3.6.4. If the invoice objection is not justified, the Service Provider shall communicate the reasons for rejection in writing—pursuant to Section 3.8—and the invoice shall remain payable in its original form.

3.7. Data Management, Personality Rights Related to Images and Audio Recordings

- 3.7.1. The Service Provider processes the personal data of the Legal Representative and the Student in accordance with Hungarian law, in particular Act CXII of 2011 on Informational Self-Determination and Freedom of Information. The primary purpose of data processing is the performance of the Service, the issuance of necessary documents, and the provision of required information. By accepting the GTC, the Legal Representative voluntarily and expressly consents to the processing of their own and the Student’s personal data in accordance with the Service Provider’s Privacy Notice.
- 3.7.2. The Legal Representative consents to the Service Provider conducting assessments of the Student—performed by specialists such as developmental pedagogues and psychologists and with the consent of the Partner Institution’s principal—for the purpose of improving instructional effectiveness. The results may be shared only with the Legal Representative and persons authorized by them.
- 3.7.3. The Legal Representative consents to the Service Provider creating film, video, and audio recordings, as well as photographs of Students for the purpose of documenting achievements and for use in educational materials, on the Service Provider’s website, or in informational materials promoting this educational model. Neither the Legal Representative nor the Student is entitled to royalties. The Service Provider may not use such recordings for any other purpose, nor may it transfer them to third parties. The Legal Representative may withdraw their consent in writing, with such withdrawal applying only to future recordings.

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3.8. Delivery and Notification Rules

- 3.8.1. The primary method of communication between the Parties is email. Notices sent to the email address provided during contracting are deemed written communications. Notifications between the Service Provider and the Legal Representatives may also be sent via postal mail.
- 3.8.2. The Service Provider communicates with Legal Representatives using the email address provided on the Data Sheet at the time of contracting. The official contact details of the Service Provider for each procedure are included in these GTC.
- 3.8.3. The Parties must notify each other immediately of any changes in their contact details. The consequences of failing to provide such notice shall be borne by the Party responsible for the omission. If an address change is not reported, notices sent to the previous address shall be deemed validly delivered.
- 3.8.4. Postal mail is considered delivered:
 - a) on the date of acknowledged receipt;
 - b) on the date indicated by a postal remark such as “refused,” “not sought,” “unknown,” or any notation indicating failed delivery.
- 3.8.5. In cases marked “not sought,” “refused,” “unknown,” “moved,” or any other failure attributable to the recipient, the mail shall be considered delivered on the fifth working day following the second delivery attempt.
- 3.8.6. Email communication is considered delivered at the time it is sent, unless a delivery-error message is received. An email is considered delivered even if the recipient does not acknowledge it, provided that no delivery-failure notification is received.
- 3.8.7. In urgent cases, either Party may also notify the other by telephone; however, telephone communication does not substitute for written notice.
- 3.8.8. When legal effect depends on delivery, the applicable deadline begins on the day following delivery. If the last day of the deadline falls on a public holiday, the deadline shall be extended to the next working day.

4. CHAPTER: CODE OF ETHICS AND CHILD PROTECTION

Code of Ethics and Child Protection for employees working in the Bilingual Program (Bilingual Program Teachers and Non-Teaching Staff), Students, and the Parents of Students

4.1. Purpose of the Code of Ethics and Fundamental Rules

- 4.1.1. The purpose of this Code of Ethics and Child Protection (“Code of Ethics”) is to ensure a safe, supportive, and respectful environment within the English–Hungarian Bilingual Education Program—an environment that promotes children’s development, facilitates collaboration among community members, upholds the core values of the Bilingual Program, and safeguards its reputation.
- 4.1.2. This Code of Ethics defines the ethical standards and child-protection guidelines that are binding for all employees, students, and parents participating in the Program.
- 4.1.3. The Service Provider considers it a fundamental principle that, throughout the operation of the Bilingual Program, students’ safety, dignity, and protection—as well as the harmonious cooperation of all parties involved—must be fully ensured.

4.2. Scope of the Code of Ethics

- 4.2.1. This Code of Ethics applies to all individuals who establish an official relationship with the Bilingual Program in connection with kindergarten, primary-school, or secondary-school studies. Members of the Program community—Bilingual Program Teachers, non-teaching staff, Students, and Parents—jointly undertake to comply with the values and behavioral expectations set forth in this Code of Ethics and in the Bilingual Program.
- 4.2.2. For the purposes of this Code of Ethics, the term “Parent” includes foster parents, grandparents, and any individual who, during the Student’s educational activities, regularly participates or is authorized—either regularly or occasionally—to act on behalf of the Student within the institution.
- 4.2.3. This Code of Ethics applies to all institutional activities carried out by participants in the Bilingual Program, as well as to conduct outside the institution that affects community relationships or the public perception and reputation of the Bilingual Program or the Partner Institution. This includes extracurricular activities, events, trips, and online behavior or communication connected to the community.
- 4.2.4. The provisions of this Code of Ethics also apply to any actions or behaviors that are subject to legal or institutional sanctions, provided such actions also constitute a violation of the ethical standards defined herein.

4.3. Core Principles of the Bilingual Program: Respect, Equality, Responsibility, Cooperation

- 4.3.1. The Bilingual Program is committed to upholding academic freedom, respect for human dignity, equal treatment, and the prohibition of discrimination.

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- 4.3.2. All members of the Bilingual Program community—Teachers, non-teaching staff, Students, and Parents—adhere to the following principles in their daily interactions:
- a) **Respect for all:** Every individual has equal dignity; we respect each other’s differences, backgrounds, linguistic characteristics, and cultural diversity.
 - b) **Cooperation and helpfulness:** We support one another and contribute constructively to the community’s functioning.
 - c) **Creating a safe environment:** We foster physical, emotional, and digital spaces where everyone feels safe. Harassment and discrimination are not tolerated.
 - d) **Honest and respectful communication:** We express our views clearly, respectfully, and constructively, with particular consideration for children’s emotional well-being and the responsible, harmonious cooperation of adults involved in the Program.
- 4.3.3. All community members refrain from conduct that undermines the authority or reputation of the Bilingual Program and contribute to its positive standing whenever possible. In all external communication, they provide accurate, factual, and professional information about the Program, its educational work, and institutional operations. Feedback, observations, and concerns must always be communicated to Program staff and leadership respectfully and professionally, without personal attacks or inappropriate remarks.
- 4.3.4. The Bilingual Program encourages active participation of Students and staff in school life; however, all participants must ensure that their behavior does not harm community unity or damage the reputation of the Bilingual Program or the Partner Institution.

4.4. Statement of Commitment to Equal Treatment

- 4.4.1. At Bilingual, every individual is unique and valued.
- 4.4.2. Yet our shared mission remains the same: to educate bilingual, open-minded young people. Through goodwill and mutual respect, we create a safe and supportive environment for ourselves and our Students.
- 4.4.3. As an inclusive employer, we believe that personal differences, unique experiences, and diverse perspectives make us stronger and help us build a dynamic, creative, and collaborative workplace. Consistent with our mission, we ensure that everyone can feel welcome at Bilingual.

4.5. Values and Pedagogical Principles of the Bilingual Program

- 4.5.1. Characteristics of Bilingual Education
- 4.5.1.1. The objective of the Bilingual Program is for Students to achieve a high level of mastery of both the content defined in the National Curriculum and the English language. Bilingual education is not simply language learning; it is a comprehensive pedagogical approach that contributes to Students’ personal development, communication skills, and international awareness.

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- 4.5.1.2. All participants—Teachers, non-teaching staff, Students, and Parents—respect the unique nature of bilingual education and the pedagogical methods used in the Program. All teaching materials, methods, professional solutions, and developments used within the Bilingual Program constitute the intellectual property of the Service Provider; unauthorized use, copying, distribution, or publication is strictly prohibited.
 - 4.5.1.3. Differences in Students’ language proficiency are a natural aspect of bilingual education and must never result in discrimination, humiliation, or any form of mistreatment. Teachers and non-teaching staff are required to foster a supportive and encouraging learning environment in which Students can develop their language skills safely.
 - 4.5.1.4. Parents are partners in the Program; they accept the objectives and methods of bilingual education and cooperate with the Bilingual Program and Partner Institutions in supporting their child’s linguistic and academic development. All communication related to the Program—whether in class, outside of class, or online—must be conducted in a respectful and cooperative manner consistent with the principles of this Code.
- 4.5.2. Cultural Sensitivity and Diversity
- 4.5.2.1. The Bilingual Program community values cultural, linguistic, and social diversity. The Service Provider is committed to creating an environment in which every Student and staff member feels safe, regardless of origin, native language, religion, cultural background, or individual characteristics.
 - 4.5.2.2. Participants must refrain from all behavior harmful to children, including physical or emotional abuse, humiliation, threats, harassment, bullying, cyberbullying, sexual exploitation or advances, discrimination, or exclusion. Such conduct constitutes a serious ethical violation and shall trigger child-protection procedures.
 - 4.5.2.3. Participants must refrain from behavior that harms or demeans another person’s cultural identity. Understanding and accepting differences is an integral part of the learning process and supports the development of an open, empathetic, and cooperative community.
 - 4.5.2.4. The Program promotes cultural dialogue, mutual understanding, and respectful communication in education, community life, and the online environment.
- 4.5.3. Positive School and Learning Environment
- 4.5.3.1. The Bilingual Program expects adherence to academic integrity, fair and transparent assessment practices, and impartial, respectful evaluation from educators. Teachers must not misuse their position of authority, and Students must refrain from cheating, manipulation, plagiarism, or any attempt to unfairly influence academic performance.
 - 4.5.3.2. Any misuse of perceived or actual power, professional role, or social status is contrary to this Code. Prohibited behaviors include actions that induce fear, exert undue pressure, create vulnerability, or result in discrimination. Staff must maintain appropriate professional boundaries in all interactions with Students. Any conduct that exploits a child’s vulnerability or breaches trust is strictly forbidden. Communication with Students must occur exclusively through official Program channels and be strictly for pedagogical purposes.

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- 4.5.3.3. The Bilingual Program prohibits any situation—offline or online—that causes physical, emotional, psychological, or community-level harm. Specifically, stigmatization, shaming, humiliation, false accusations, defamation, dissemination of harmful information, and harassment are strictly forbidden.

4.6. Ethical Norms for Bilingual Program Teachers

- 4.6.1. Detailed expectations for Teachers are set forth in the company’s internal regulation, the “Operational Procedures and Quality Assurance System” (OP). This section summarizes the ethical standards defined therein.
- 4.6.2. Teachers are committed to using interactive, communicative, student-centered teaching methods grounded in CLIL and EFL methodologies.
- 4.6.3. Teachers are committed to continuous professional development. Upon arrival in Hungary, they participate in Orientation and Training, followed by ongoing professional development and individualized on-the-job coaching to support outstanding performance.
- 4.6.4. Teachers are expected to carry out their work accurately and punctually, comply with school schedules and rules, and adhere to standards of professional conduct and appearance.
- 4.6.5. Teachers must comply with all child-protection requirements under Hungarian law. Accordingly, topics relating to religion and sexuality must be avoided in interactions with Students.
- 4.6.6. Teachers must maintain supportive yet professionally appropriate boundaries with Students. Their role is to provide meaningful support during lessons and across all aspects of school life.
- 4.6.7. Teachers must act objectively and fairly toward Students, base decisions on professional criteria, and avoid any form of partiality or discrimination. Assessment must be transparent, consistent, and fair.
- 4.6.8. In communication with Students and Parents, Teachers must maintain respectful, open, and cooperative dialogue while observing institutional procedures and professional boundaries.
- 4.6.9. Teachers strive to prevent conflicts; if conflicts arise, they must handle them impartially, with a mediation-oriented and solution-focused approach, always prioritizing Students’ best interests.
- 4.6.10. Teachers must use digital tools and social media responsibly and conscientiously, avoiding any content or behavior that could harm Students’ dignity or damage the reputation or credibility of the Partner Institution or the Bilingual Program.

4.7. Ethical Norms for Non-Teaching Staff

- 4.7.1. Non-teaching staff contribute to the smooth and safe operation of the Bilingual Program. They must perform their duties accurately and responsibly, prioritizing the interests of Students, the Service Provider, and the Partner Institutions.
- 4.7.2. In all interactions with Students, Parents, and Partner Institution staff, they must behave politely, helpfully, and respectfully, avoiding any conduct that could endanger Students’ safety or damage the Program’s reputation.

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- 4.7.3. Non-teaching staff must comply with all safety, occupational, data-protection, and confidentiality regulations. They must cooperate with Teachers and Program leadership and must immediately report any irregularities.

4.8. Ethical Requirements for Students

- 4.8.1. Students are active members of the community and must contribute to a safe and supportive learning environment.
- 4.8.2. Students must behave respectfully toward classmates, educators, and all staff. Hurtful, exclusionary, harassing, or aggressive behavior—whether in person or online—is unacceptable and may result in removal from the Program in severe cases.
- 4.8.3. Responsible engagement includes being prepared for class, respecting the rules of the Program and Partner Institution, caring for materials and equipment, and helping maintain an environment conducive to learning.
- 4.8.4. Digital ethics require responsible device use, respect for others’ privacy, and strict avoidance of harassment, shaming, or sharing content without permission.
- 4.8.5. Students must accept the natural progression of language learning, respect differing levels of language proficiency, and participate with an open and supportive attitude.
- 4.8.6. Students must resolve conflicts peacefully, through dialogue, and seek assistance from educators or responsible adults when needed.

4.9. Ethical Expectations for Parents

- 4.9.1. Parents and Program staff are partners in the educational process and support Students' development through active cooperation.
- 4.9.2. Parents must communicate respectfully, factually, and cooperatively with Teachers and non-teaching staff, in accordance with the institution’s established communication channels and timeframes.
- 4.9.3. Parents support their child’s learning, help advance the goals of the Bilingual Program, and cooperate in resolving any challenges that arise.
- 4.9.4. Parents must avoid any online or offline behavior that harms the dignity of the Service Provider, Partner Institutions, Teachers, Students, or other families, or undermines trust within the community. Any form of harassment directed at a child—whether in physical or digital space—constitutes a serious ethical violation.
- 4.9.5. In the event of a conflict or complaint, Parents must use the official complaint and mediation channels designated by the Service Provider, seeking calm, constructive, and solution-oriented resolution.

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4.10. Common Norms and Procedures

- 4.10.1. **Cooperation and communication within the school community:** The Program operates on mutual respect, cooperation, and open, respectful communication. All members strive to foster trust, understanding, and constructive dialogue. Concerns must be expressed factually, calmly, and through the appropriate institutional channels.
- 4.10.2. **Prevention of harassment, discrimination, and violence:** The Service Provider maintains a zero-tolerance policy toward all forms of harassment, abuse, discrimination, and violence—whether physical, verbal, emotional, or online. Prevention and immediate reporting are required from all members of the community.
- 4.10.3. **Data protection and confidentiality:** All members must comply with privacy regulations. Information relating to Students, families, and staff is accessible only to authorized persons and solely as required. Detailed rules are outlined in the Service Provider’s Data Protection Policy.
- 4.10.4. **Extracurricular activities:** During supervised extracurricular programs, trips, competitions, and events, this Code of Ethics and institutional rules remain fully applicable. Participants must act safely, respectfully, and cooperatively and follow the instructions of organizers and supervisors.
- 4.10.5. **Gifts and conflicts of interest:** Staff may only accept symbolic gifts from Students or Parents. Any gift or benefit that could influence—or appear to influence—educational or decision-making processes is prohibited. Conflicts of interest must be identified, avoided, and reported immediately.
- 4.10.6. **Private tutoring:** Teachers may not provide private lessons or services to Students whom they teach within the Program. They may provide independent services to Students they do not teach only if such services do not influence the Student’s evaluation and their supervisor is informed in advance.

4.11. Child Protection Guidelines

- 4.11.1. The child is at the center of the Bilingual Program. Every child must be treated with respect, safety, and care. The Service Provider fully complies with all child-protection legislation, particularly the Child Protection Act.
- 4.11.2. The Program is committed to protecting the rights, safety, and dignity of children (persons under 18), prioritizing the child’s best interests. These guidelines apply to all Teachers, non-teaching staff, contractors, and business partners.
- 4.11.3. The Service Provider maintains a zero-tolerance policy toward all forms of violence, abuse, or exploitation—especially sexual abuse or exploitation—and requires prevention, early reporting, and active intervention.
- 4.11.4. All staff and partners must:
 - a) respect the child’s dignity, safety, and privacy;
 - b) avoid any behavior, communication, or online activity that is harmful or exploitative;
 - c) report immediately if abuse or endangerment is suspected.

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4.11.5. Recruitment of Teachers and non-teaching staff includes moral certification and suitability screening to ensure the employment of individuals with a clean background.

4.11.6. Information provided to children must be clear, understandable, and age-appropriate.

4.12. Ethical Procedure

4.12.1. Reporting Ethical Violations

4.12.1.1. It is essential for the Service Provider to receive first-hand information about issues, misconduct, conflicts of interest, or violations occurring within the Program. The purpose of handling complaints and public-interest disclosures is to prevent abuse and ensure appropriate remedies.

4.12.1.2. The Program supports and maintains reporting systems that ensure every participant knows whom to contact—without compromising their privacy—when an ethical concern arises. These channels allow for prompt, safe, and confidential reporting and fair resolution of issues.

4.12.1.3. In accordance with the Whistleblowing Act (Act XXV of 2023), the Service Provider operates a whistleblowing system. A designated independent whistleblower-protection lawyer and the following email address are available for reporting: whistleblowing.bilingual@gmail.com

4.12.2. Reports are handled confidentially, in compliance with data-protection rules. No retaliation may be taken against anyone submitting a child-protection report in good faith.

4.12.3. In cases of suspected child endangerment, a safe and supportive environment must be ensured, and access to psychosocial and legal support must be provided.

4.12.4. **Ethical Investigation Process:** Upon receiving a report, the whistleblower-protection lawyer, together with Program leadership and the Partner Institution, appoints an Ethics Committee (EC) to conduct an investigation. The composition of the EC must ensure impartiality and exclude any conflicts of interest; individuals directly involved in the matter may not participate.

4.12.5. The EC must ensure that all parties are heard and that facts are established impartially and thoroughly. The purpose of the investigation is to clarify the facts and determine appropriate measures with fairness and proportionality.

4.12.6. **Sanctions and Consequences:** If an ethical violation is confirmed, the Service Provider may apply measures proportionate to the severity of the case, in line with labor and disciplinary rules and internal regulations. Such measures may include:

a) verbal warnings;

b) written warnings;

c) corrective action requirements or participation in mediation;

d) termination of contract;

e) a parental meeting or forum, where necessary.

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- 4.12.7. The primary purpose of these measures is to stop the misconduct, restore community norms, and prevent future violations.
- 4.12.8. **Right to Appeal and Support:** Individuals involved in the ethical procedure have the right to request a review within 15 days of receiving the investigation report. Appeals must be submitted to: info@bilingual.hu. Information about the review process and applicable deadlines must be communicated in writing within 5 days of the appeal's submission.
- 4.12.9. The Service Provider ensures that all parties involved receive appropriate support throughout the process. Mediation, mentoring, or psychological support may be offered to promote peaceful conflict resolution and maintain community cohesion.