



GOLDEN OAK

PRIVATE SCHOOL

Effective from: 10th of July 2026

Golden Oak Private School is a licensed English-Language Cambridge International School in Agios Athanasios, Limassol, Cyprus.

The following Terms & Conditions form the legally binding agreement between the School and Parents/Guardians upon registration. This document (plus the referenced policies & Parent Handbook) constitutes the full agreement between the School and Parents/Legal Guardians upon enrolment. The same terms and conditions apply for all sections of the School, from Kindergarten through to Preschool, Primary School and Secondary School.

Terms and Conditions

1. Introduction and Legal Framework

- **Binding Agreement:** These Terms and Conditions, together with the Registration Form, constitute the legally binding contract between Golden Oak Private School and the Parents/Legal Guardians. By signing the registration form (whether in ink or electronically), parents/guardians agree to abide by the School's Terms and Conditions.
- **Joint and Several Liability:** Both parents/guardians are required to sign the Registration Form, therefore their financial and legal obligations under this contract are joint and several.
- **Regulatory Compliance:** This contract is governed by and construed in accordance with the applicable laws of the jurisdiction of the Republic of Cyprus and the local Ministry of Education in Cyprus. Any disputes shall be subject to the exclusive jurisdiction of the Courts of Limassol.
- **Electronic Signatures:** For parents registering through the online registration form, electronic signatures are legally binding and equivalent to wet ink on paper. This is what it means to accept via Zoho CRM.
- **Admissions Process:** To register, Parents must submit the registration form (with both parent signatures required on the form, with the exception of sole custody or widowhood (supported by relevant legal documentation)) along with the child's birth certificate. Upon being offered a place, an invoice will be issued with the registration fee and deposit for your child's year of entry. The registration fee includes your child's textbooks and insurance costs, and the deposit is deducted from the final invoice of the academic year (Term 3). This will hold your child's place until the Term 1 invoice is due, to re-affirm your child's attendance in September. The registration fee is an annual charge for parents during the re-registration process, which takes

place every January. If a parent cancels their reserved spot for any reason, these payments are non-refundable.

- **Fee Structure & Additional Costs:** Please refer to the Financial Agreement document on the registration form, or the fee structure document on the School website.

- **Class Placement:** All class placements are based on the age requirements of the Ministry of Education in Cyprus - with a minor exception available for children attending English-language schools abroad.

- **Educational Structure:** The School follows the Cambridge International Curriculum - all assessments and homework activities are compulsory for Reception Class students and older. Official assessments and reports are issued twice a year (December-January & June-July) for all classes.

- **Operating Months per section:** The Kindergarten & Preschool academic year runs from September to July, while the Primary School and Secondary School academic year runs from September to June. All operating months are compulsory and payable in full, regardless of potential early holiday departures.

- **Mental Health & Wellbeing:** The School has a full-time psychologist on the School premises to observe and support those in need to the best of his capabilities. Parents are always informed when a referral is made to the School counsellor for an observation and potential intervention.

- **School Insurance:** As part of a child's registration fee, the School purchases annual accident insurance for each registered child and it covers a standard amount of euros per year of attendance for any medical bill incurred due to an incident at School. On rare occasions when medical expenses or future treatments may exceed the allocated annual amount, parents are liable for the remainder of the costs. The School's liability is limited to the amount covered by its insurance policies.

- **Parking Lot Disclaimer:** Parents and visitors use the School parking lot at their own risk. The School accepts no liability for any damage to vehicles, theft of personal belongings, or any other loss, injury or incident that may occur in the parking area. Drivers are responsible for the safe parking of their vehicles and parents/guardians are solely responsible for supervising their children at all times while in the parking area.

- **School Termination Rights:** The School reserves the right to terminate enrolment without refunds due to any non-compliance with policies, health/safety risks, behavioural issues, and/or false information given.

- **Updates:** The School reserves the right to update its Terms and Conditions whenever necessary with reasonable notice, usually via email or the School app.

- **Registration and Electronic Acceptance:** Parents/Guardians complete the registration process through Zoho Forms, Zoho Signature, and Zoho CRM. By submitting the registration form, checking the relevant boxes, and applying an electronic signature, parents confirm that they have read, understood, and fully accept these Terms and Conditions. They also confirm that all information and documents provided are true, accurate, and complete. Electronic signatures and digital acceptances are legally binding under EU law and the regulations of the

Cyprus Ministry of Education. Any false or misleading information may result in the withdrawal of the offer of a place or termination of enrolment without a refund.

2. Fees, Penalties, and Financial Obligations

- **Payment Deadlines:** Invoices are issued on a termly basis, covering the total annual tuition in a total of 3 invoices. All tuition fees must be paid on or before the first day of the relevant term, as per the deadline on all invoices. Failure to pay on time, and without prior agreement with the School finance department, leads to the risk of a child losing their spot. If any parent has difficulty meeting a payment deadline for any reason, they must contact the School administrators to liaise on their behalf with the finance department for an alternate payment date.
- **Payment Invoices:** Termly invoices are issued 3 times per year (not monthly), to cover the annual tuition of each child. The Kindergarten and Preschool have a compulsory 11-month academic year (September-July), while the Primary School and Secondary School have a compulsory 10-month academic year (September-June). Termly payments cover the entire period and must be paid in full, regardless of early holidays or absences.
- **Term 1 Invoice:** The Term 1 invoice is usually emailed to all parents by 10th July every year. It is then due for payment by 10th August (rather than 1st September). Complete payment is required to re-affirm your child's place for September. Failure to pay, or to contact the School administrators, by this due date may lead to assumptions of spot withdrawal and may result in the place being offered to another child.
- **Payment Methods:** Online Payment methods are outlined at the bottom of each School invoice, for parental convenience.
- **Fee increases:** The School reserves the right to alter or increase School fees for the new academic year, publishing the new fees on its website at least 2 months before the start of the new academic year.
- **First Day of School:** If your child will be arriving later than the official start date, please inform the School in advance. Failure to show up on the first day of School (without prior notice) may lead to assumptions of spot withdrawal and may result in the place being offered to another child.
- **The Parent Handbook:** Every new academic year, the Parent Handbook is updated and emailed to parents in August. It has the finalised School calendar, along with preparatory information such as the list of School stationery/supplies needed per class and the revised School lunch menu. A sample Parent Handbook is always available on the School website as well.
- **Absences:** Student Absences and/or School holidays (as outlined on the School calendar or by government regulations) do not affect the tuition payments and invoices must still be paid in full.
- **Late Payment Penalties:** The School reserves the right to charge interest on late balances at a rate of 3% per annum, calculated daily.

- **Enrolment Suspension:** The School may suspend a student from attending classes or School activities, or withhold School reports or certificates, if fees remain unpaid for more than 14 days without an authorized and approved payment plan by the School management.
- **Fees in Lieu of Notice:** If a Parent fails to provide a full term's written notice of withdrawal, they must immediately pay one full term's fees as compensation.
- **Non-Refundable Fees:** Registration fees, deposits, tuition payments and all other payments made to the School are strictly non-refundable. Deposits are adjusted against the final term's invoice only. Untimely withdrawal does not alter this financial obligation.
- **Force Majeure:** In the unlikely event of operations being affected by events beyond the School's control, fees are still payable in full and remote teaching may take place where possible. The School shall not be liable for any failure or delay in performance caused by events beyond its reasonable control (including but not limited to war, natural disasters, pandemics, government restrictions, or strikes). Fees remain payable in full during such periods.
- **Limitation of Liability:** The School takes all reasonable steps to ensure the safety and wellbeing of students while they are under its care. However, the School's liability is limited to the exercise of reasonable duty of care. The School shall not be held liable for any loss, injury, or damage that occurs beyond the scope of its reasonable duty of care, or which results from circumstances outside its reasonable control. Parents accept that participation in School activities, including breaktimes, sports, excursions, bus usage, and after-School programmes, inherently carries a level of risk.

3. Strict Withdrawal and Notice Periods

- **Written Notice Requirement:** Parents must provide one full term's advance written notice to the School finance department directly, before withdrawing the student from School. Written notice should be sent directly to info@goldenoakcyprus.com. Parents are financially liable for any remaining tuition fees for the remainder of the academic year if a full term's notice is not given before withdrawal.
- **Kindergarten & Preschool Only:** July is a compulsory School month in the School's academic calendar, therefore whether or not a child is due to continue the following academic year or not, the parent is obligated to pay for this month in the Term 3 invoice (as it is a compulsory part of Term 3), regardless of the possibility of leaving early for summer holidays.
- **Supplemental Changes:** The one-term written notice period applies if a Parent wishes to cancel a supplemental paid service, such as School lunches or clubs. Written notice should be sent directly to info@goldenoakcyprus.com.
- **Bus Transport:** The School bus is provided by a private bus company, so all payments and communication for this service is done directly between the company itself and the parents/guardians. The School holds no authority or liability over the bus operations.

4. Code of Conduct, Discipline, and Sanctions

- **School Rules:** Students must comply with the School's Behaviour Policy, Anti-Bullying Policy, Dress Code, and Academic Integrity Policy at all times. Respect and Inclusivity are at the

core of our School's behavioural policy, as our School has a culture of mutual respect. School rules are in place to foster a safe, inclusive, and growth-oriented community, and balance personal responsibility with collective well-being.

Key aspects include:

1. Dignity & Respect for All: A clear expectation that students treat peers, staff, and visitors with kindness, respect and politeness, regardless of background, identity, or ability.

2. Zero Tolerance for Harassment: Bullying, cyberbullying, discrimination, and bad language/gestures and hate speech are strictly forbidden.

3. Physical and Emotional Safety: An emphasis on resolving conflicts through dialogue and mediation rather than intimidation or physical force. Hurting themselves or others in any way is considered a major offence. Violence, verbal abuse, and threats of any kind towards staff or peers are considered major offences.

4. Classroom conduct: Students are expected to stay seated at all times, unless given permission by the teacher to leave their seats, and should listen to instructions at all times to ensure everyone's learning needs are fully met. Disruptions or silly behaviour in class are not tolerated.

5. Breaktime conduct: Students are expected to play safely and respect the right of others to sit safely to eat their snacks. No physical violence is tolerated.

6. Bathroom conduct: Respect the School bathrooms and do not damage them. Never throw water or soap in the bathrooms. Bathrooms are solely for toilet needs and handwashing. They are not places to hide, play or run.

7. School trips: Students are expected to follow all the normal School rules.

8. Bus usage: Stay seated with your seat belt on at all times. Students follow the same rules of respect and politeness as they would at School.

9. Honesty: Students are required to be honest and truthful in all their dealings at School. Theft & cheating are strictly forbidden.

10. School Uniform/Dress Code: Sports shoes must be worn on PE days and for Sport clubs. When dressing for School, clothing is expected to be comfortable and suitable for outdoor activities. When a School uniform is available, students are expected to wear it correctly and appropriately.

11. Personal Items & Technology: Students are prohibited from bringing personal items that are not required for their academic lesson to School. Students are also prohibited from bringing electronic devices to School, such as phones, smart glasses or smart watches. Any necessary personal items (such as stationery) should be clearly labelled. The School is not liable for any lost property that the students may incur, as the responsibility to label and correctly store their property is theirs alone. The School is not liable for loss or damage to personal property, or for indirect or consequential losses.

12. Stewardship: Students are expected to take care of their own property, School property, facilities, and the local environment. Damage caused to School property, another child's property or the local environment is the direct liability of the parents of the child.

13. Accountability & Growth Mindset: Encouraging students to own their mistakes and participate in restorative processes. Focusing on how a student can make amends for their actions rather than just serving a penalty. Providing opportunities for students to learn from their choices so that behavioural incidents become "teachable moments."

14. No substances at School: Alcohol, drugs and tobacco/vaping products are prohibited at School.

- Authority to Sanction: The Principal holds absolute discretion to discipline, suspend, or permanently expel a student for serious breaches of discipline, bullying, reputation damage, or criminal behaviour. A reasonable warning system applies in such cases.

- No Refund on Expulsion: If a student is suspended or expelled, no fees (paid or due) for that term will be refunded, waived, or prorated.

- Parental Behaviour: Parents must adhere to the School's polite and supportive behavioural expectations while on School property. The School reserves the right to ban parental access to the School premises (or even terminate this agreement immediately and completely) if a Parent behaves in an abusive, threatening, or uncooperative manner toward School staff.

- Parent Accountability: The School values positive partnership between teachers and parents for the benefit of the children. The School views persistent or serious breaches of its code of conduct—such as aggressive behaviour, harassment, undermining staff members, making malicious allegations, or posting derogatory comments online—very seriously. Responses may range from formal warnings to the complete removal of a student from the School with no refund.

- School Communication: Interactions with staff should be polite, reasonable, and directed through appropriate channels: either through the School app or via email to the administration department or School Principal. Parents are asked to respect staff working hours and avoid duplicating correspondence.

- Professional Trust: Parents should respect the professional judgment of staff regarding disciplinary policies, classroom groupings, and academic assessments.

- Complaints/Appeals Procedure: Any serious complaints, appeals and/or investigation requests should be taken to the School Principal directly via email. The Principal will acknowledge the complaint within 5 working days and aim to provide a response within 10–15 working days.

5. Attendance, Health, and Safeguarding

- Compulsory Attendance: Students must attend all scheduled classes, assemblies, and official school events unless prevented by illness or injury. The Kindergarten and Preschool have

a compulsory 11-month academic year, while the Primary School and Secondary School have a compulsory 10-month academic year. Students are required to attend School for all the compulsory months and parents are required to pay for all School months.

- **Unauthorised Absence:** The expectation by the Cyprus Ministry of Education is a 95% attendance rate for each child - too many absences, be they period absences or full day absences, leave the child at risk of failing the academic year. Therefore, family holidays should not be booked during School time. Any exceptional leave of absence must be requested in writing and approved in advance by the School Principal. Families must adhere to term dates and School timings to minimise disruption, and holiday plans should not conflict with the School calendar. Moreover, student absences do not affect School payments in any way.

- **Truthful Declarations:** Parents must disclose all known physical, mental, or behavioural health conditions, severe allergies, and required medications prior to enrolment. Parents must provide accurate, timely information regarding their child's health, wellbeing, special educational needs, or any legal/personal matters that may impact School life. Under normal circumstances, giving medication to children is not practiced at School, though emergency allergy medication should be brought to School by the parents of the child with clear instructions from their paediatrician in case they are needed in an emergency. A separate medication administration form must be signed by the parents at School if required.

- **Special Educational Needs:** If a student has special educational needs that are either diagnosed by an external relevant professional, the parents will receive a recommendation for the child to receive differentiated assessments or to be part of the Special Education Department, which will support the child's needs as best it can. If the School counsellor suspects possible special educational needs that have not been primarily diagnosed, he will recommend parents to seek a professional evaluation from an external specialist before offering the assistance of the School SEN services to the child in question.

- **LSA requirement:** In cases where the School deems it necessary for a child's safety and/or academic development, it is the parents' responsibility to provide a personal LSA (learning support assistant) for their child. LSAs are obligated to take full responsibility for their student's overall well-being and must be next to their student for the entire duration of their time at School. LSAs are required to follow correct behaviour and School rules at all times while on School premises. The School reserves the right to expel an LSA for poor behaviour while on School premises. The LSA contract that is signed between the School, LSA, and the child's parents clearly outlines LSA expectations.

- **Student Support & Expectations:** Parents are expected to support their child's education by ensuring punctuality and encouraging studies at home when required. Homework is compulsory from Reception class onwards. Regular assessments and reports are issued to inform parents of a child's overall progress (in all classes). If a child appears to be struggling with any aspect of the curriculum or behavioural policies at any time, it is expected that parents will respond positively to teacher requests for assistance and support the teacher in rectifying anything that needs to be rectified.

- **Parent Updates:** It is the parents' responsibility to remain updated on all events/deadlines through the School app. Parents must maintain open communication at all times with their teachers through this app, and this app should be used to communicate about a child's possible struggles if needed. The teachers may post photos or videos for parents once a week

on the app, to show some of the main highlights of the week (this is done mainly with the younger students in Kindergarten and Pre-Reception class).

- **Drop off / Pick Up:** Parents are expected to drop off their children on time every day, by 8.30 am. Punctual arrival is mandatory and parents must inform the School in advance if a child will arrive late for any reason. Pick up times should also be adhered to (as per the School finishing time).

- **School Access:** Parents/Guests are not allowed to enter the School premises without permission from the Principal. Only authorised persons may enter the School premises at any time.

- **Extra Services:** Extra services are optional and available at an additional cost. These services include ordering a hot lunch, joining clubs, joining the after-School programme, taking the bus service, ordering School photographs, and special events.

- **Sickness Policy:** The School has a strict sickness policy to limit the spread of viruses. Parents are obliged to pick up their child immediately if a child displays sickness symptoms of any kind while at School. The child cannot return to School until they have been without symptoms and without medication for at least 24 hours. In cases where a contagious sickness is identified, a doctor's note is required prior to return.

- **Emergency Treatment:** Parents authorize the School to administer immediate first aid when needed (such as for bumps/bruises/cuts) and consent to the School calling an ambulance in an absolute emergency, especially if the Parent cannot be reached or arrive in a timely manner.

- **Safeguarding Compliance:** The School will comply with its statutory child protection duties, including reporting relevant disclosures to local authorities without parental consent if there are reasonable reasons to do so, as mandated by law.

- **Parental Responsibility:** Parents/Guardians are expected to support the School's educational aims by ensuring their child completes homework, attends school punctually, maintains good behaviour, and attends parent-teacher meetings as required.

6. International Student and Visa Compliance (If Applicable)

- **Visa Maintenance:** International Students must hold and maintain a valid visa for the duration of enrolment. The School will provide a registration letter for the registered child if needed for their visa applications.

- **Government Reporting:** The School is legally obligated to report any serious concerns to the Ministry of Education or Social Services if required and to answer any questions by government officials if required.

Data Protection and GDPR Compliance

- **EU GDPR Regulations:** The School processes all personal data in strict compliance with the EU General Data Protection Regulation (GDPR) and the Cyprus Data Protection Law (Law 125(I)/2018). Data is used only for educational, administrative, and safeguarding purposes.

- **Consent and Usage:** Personal data, academic records, and medical files are processed solely for educational, administrative, and safeguarding purposes. The School is obligated to answer questions by formal organisations or government organisations or the Ministry of Education if required.

- **Media Consent:** Media consent (photos/videos for social media/website/marketing) is managed via a separate, explicit consent form signed by at least one parent. The private School app, which only parents and staff have access to, does not require a media consent form to be signed.

- **Social Media & Staff:** Professional boundaries are always upheld. Staff are forbidden from forming social media friendships with Students and/or Parents and Guardians.

Entire Agreement & Governing Law

This document (together with the Registration Form and the Parent Handbook) constitutes the entire agreement between Golden Oak Private School and the Parents/Legal Guardians. It is governed by and construed in accordance with the laws of the Republic of Cyprus. Any disputes arising under this agreement shall be subject to the exclusive jurisdiction of the Courts of Limassol. Parents are encouraged to read the Parent Handbook carefully, as it contains detailed information on school operations, calendars, and procedures that complement these Terms and Conditions.