

Betty's HOME – Terms of Use

Betty's Academy s.r.o. · Effective from 31 October 2026

1. Who we are

1.1. Betty's HOME English (the "App") and the websites [bettyshomeenglish.com](https://www.bettyshomeenglish.com) and app.bettyshomeenglish.com (together with the App, the "Service") are provided by:

- Company: Betty's Academy s.r.o.
- Registered office: Riečna 481/10, 013 13 Rajecké Teplice, Slovakia
- Company ID (IČO): 36000272
- Registered in: Commercial Register of the District Court Žilina, section Sro, insert no. 11667/L
- Tax ID (DIČ): 2020688549
- Not a VAT payer
- Email: info@bettysacademy.com

("we", "us", "our")

1.2. These Terms of Use (the "Terms") apply to everyone who creates an account in or uses the Service ("you"). By creating an account and confirming that you agree with these Terms, you enter into a contract with us. Please read them together with our Privacy Policy.

1.3. The contract is concluded in English. By creating an account, you confirm that you understand English and agree to receive the contract, these Terms and all related information in English. We store the contract electronically, and the current Terms are always available in the App and on our website.

2. The Service

2.1. The App helps parents speak English with their young children through short phrase cards, videos, songs and notes, a daily tip and a community of parents. We add and update content over time.

2.2. A free account gives access to one sample phrase card. A Subscription unlocks all content, the daily tips and the community.

2.3. The App is a help for parents. It is not a substitute for professional advice about your child's speech or development.

3. Your account

3.1. You must be at least 18 years old to create an account. You need a valid email address.

Children may use the App together with you, but they may not have their own account or post in the community.

3.2. Keep your password safe. You are responsible for what happens in your account. If you think someone else has accessed it, tell us without delay.

3.3. You can delete your account at any time in Account > Delete my account. Deleting your account does not cancel a Subscription bought in the App Store or Google Play; please cancel it there first.

4. Early access, free trial and Subscription

4.1. **Early access.** Until 31 December 2026, the App is free for every account, without payment details. From 1 January 2027, full access requires a paid Subscription. Accounts created before 1

January 2027 do not get a free trial, because they already had free access during early access. We will remind you by email before early access ends.

4.2. Free trial. Accounts created from 1 January 2027 get a 7-day free trial. You enter your payment details when you start it. If you cancel before the trial ends, you pay nothing. If you do not cancel, your Subscription starts and you are charged the price of the plan you chose. Each person can use the free trial once.

4.3. Plans. Current prices:

Plan	Price	Billing
Monthly	€7.99	every month
Yearly	€69.99	every 12 months

Prices are final; we are not a VAT payer. In the App Store and Google Play, the equivalent price in your currency shown in the store applies. The price you see before you confirm the purchase is the price you pay.

4.4. Automatic renewal. Your Subscription renews automatically at the end of each period (month or year) at the price in force at that time, until you cancel it.

4.5. Paying on the web. On our website and in the web App, you pay by card through Stripe. You can cancel at any time in Account > Manage subscription. Instead of cancelling, you can also pause the Subscription for 1 or 2 months.

4.6. Paying in the iOS and Android apps. You buy the Subscription through your Apple or Google account. Payment is charged to that account when you confirm the purchase. The Subscription renews automatically unless you cancel it at least 24 hours before the end of the current period, and your account is charged for the renewal within the 24 hours before that end. You can manage or cancel the Subscription in your App Store or Google Play account settings.

4.7. After you cancel. You keep access until the end of the period you already paid for. Apart from section 5 and cases where the law gives you a right to a refund, we do not refund partly used periods.

4.8. Failed payment. If a renewal payment fails, we (or the store) will try again. If payment does not go through within 7 days, your access to paid content is paused until payment is made.

4.9. Price changes. We will tell you at least 30 days before a new price applies. The new price applies only from your next renewal, and you can cancel before it.

4.10. Receipts. For payments through Stripe, you receive a receipt or invoice by email after each payment. For store payments, Apple or Google sends the receipt.

5. Right of withdrawal and refunds

5.1. As a consumer in the EU, you normally have 14 days to withdraw from a contract made online. The Subscription gives you immediate access to digital content. Before you start the free trial or buy a Subscription, we ask you to agree that access starts right away and to confirm that you understand you then lose the right of withdrawal. We confirm your consent by email.

5.2. Try before you pay. Accounts created from 1 January 2027 can use the full App for 7 days for free (section 4.2). If you cancel before the trial ends, you pay nothing.

5.3. This does not affect your right to cancel your Subscription at any time for the next period (section 4), or your rights if the App does not work as described (section 9.1).

5.4. If you paid through Apple or Google, refund requests are handled by the store under its own rules.

6. Community rules

6.1. The community (group posts and comments under phrase cards) is available to subscribers. Other members see the name you choose and what you post, so please do not share private details

about yourself or your children.

6.2. We have zero tolerance for objectionable content and abusive behaviour. Be kind and respectful. Do not post anything hurtful, hateful, harassing, sexual, violent or illegal, do not advertise or spam, and do not post photos, links or personal data of other people, including photos or full names of children.

6.3. You can report any post and block any member. A reported post is hidden right away until Betty reviews it. Betty removes content that breaks these rules and can remove members who break them from the community. Removal from the community does not affect your access to the rest of the App and does not entitle you to a refund.

6.4. You keep the rights to what you post. You allow us to show it to other members in the App. You can delete your own posts at any time, and they are deleted with your account. We will not use your posts outside the App without asking you first.

6.5. Answers from Betty in the community are general guidance, not individual professional advice.

6.6. **Contact point for content.** For notices about illegal content, questions about community rules and requests to review our decisions, write to info@bettysacademy.com, in English or Slovak. When we remove your post or remove you from the community, we tell you the reason, and you can ask us to review the decision.

7. Content and licence

7.1. All phrases, videos, texts and photos in the App belong to us or our licensors. While you have an account, you get a personal, non-transferable licence to use the content for your own family. You may not copy, download, record, share, resell or publish it, use it in classes, courses or social media posts, or use it to train software or artificial intelligence. The videos show Betty and her family, including her daughter. Do not take screenshots of, record, download or share the videos or images of the people in them. If you do, we will close your account.

7.2. Some songs open on YouTube. We only recommend them; they belong to their owners and play under YouTube's terms.

8. Apple and Google

8.1. If you use the App on an iPhone or iPad, these Terms are between you and us, not Apple. Apple is not responsible for the App or its content, has no obligation to provide support for it and is not liable for any claims about it. Apple and its subsidiaries are third-party beneficiaries of these Terms and may enforce them. The same applies to Google for the Android app.

8.2. Where these Terms do not cover something, Apple's Standard Licensed Application End User License Agreement applies to the iOS app.

9. Complaints, liability and final provisions

9.1. **Complaints.** We are responsible for the Service working as described for the whole time you have access to it. If something does not work or you are not happy, write to info@bettysacademy.com. We confirm receipt and resolve the complaint without undue delay, no later than 30 days after receiving it. If we cannot fix a problem in reasonable time, you are entitled to a proportionate price reduction or, for a serious defect, to end the contract and get a refund for the affected period.

9.2. **Availability.** We do our best to keep the App available and the content accurate, but short interruptions for maintenance, updates or reasons outside our control can happen.

9.3. **Liability.** We are liable for damage caused by breach of our obligations under the law. We are

not liable for damage caused by you, by a third party we are not responsible for, or by events outside our control. Nothing in these Terms limits your rights as a consumer under the law.

9.4. Changes to these Terms. We may update these Terms. If a change matters for your Subscription, we will tell you in the App or by email at least 30 days before it takes effect, and you can cancel before then. Changes never apply to a period you have already paid for.

9.5. Out-of-court dispute resolution. If you are not satisfied with how we handled your complaint, you can first ask us for redress by email. If we reject your request or do not reply within 30 days, you can submit a proposal for alternative dispute resolution under Slovak Act No. 391/2015 Coll. to the Slovak Trade Inspection (Slovenská obchodná inšpekcia, www.soi.sk) or another entity on the list kept by the Ministry of Economy of the Slovak Republic. Consumers in other EU countries can find dispute resolution bodies at consumer-redress.ec.europa.eu.

9.6. Supervisory authority. Slovak Trade Inspection, Inspectorate for the Žilina Region, Predmestská 71, P.O. BOX B-89, 011 79 Žilina, za@soi.sk.

9.7. Applicable law. These Terms are governed by Slovak law, in particular the Civil Code and Act No. 108/2024 Coll. on Consumer Protection. If you are a consumer living in another country, you also keep the protection of the mandatory consumer law of that country.

9.8. If any provision of these Terms is invalid, the rest remain in effect.

9.9. These Terms are effective from 31 October 2026.