

SparkLab

Online and on-site classes - children, parents, special groups

Legal entity: Natalia Kochetkova PR Ostalo Obrazovanje Novi Sad

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Public Offer (General Terms)

Terms of Service · Refund Policy · Service Delivery

Effective date: March 23, 2026

1. General Provisions

This Public Offer governs all services under the SparkLab brand provided by Natalia Kochetkova PR Ostalo Obrazovanje Novi Sad (the "Organisation"). SparkLab includes: live online group classes, recorded courses, subscriptions, and on-site travelling groups (location and conditions specified in individual offers).

2. Service Formats

- Live group classes online (Zoom / Google Meet) - real-time, small groups
- Recorded courses and video lessons - on-demand access
- Subscription - monthly access to materials, video, and private chats
- On-site travelling groups - in-person classes; address and logistics per individual offer

For on-site groups: exact address, schedule and transport arrangements are stated in the individual offer/agreement.

3. Payment and Activation

Prices are listed on the website or in individual offers. Payment is made in advance by card through the bank's secure portal. Available models:

- Monthly subscription - continues until cancelled
 - One-time payment for a course / package
 - Per-class payment (for live groups)
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- Live classes: link sent by e-mail at least 24h before the start
 - Recorded courses: access within 24h of payment confirmation
 - Subscription: access activated upon successful payment

4. Rules for Live Classes

- Respectful behaviour towards the teacher and other participants
- Microphone muted when not speaking
- Recording without written permission is prohibited
- Schedule changes notified at least 24h in advance
- Cancellation by Organisation - alternative session or refund
- Cancellation by User < 24h before class - class is considered delivered

5. Refund Policy

Live online classes and on-site groups

- Before the first class → 100% refund
- After the first class, before the third → refund for remaining classes
- After the third class → no refund for the current block

| *Technical issues on the User's side (internet, device) do not entitle to a refund.*

Recorded courses

- Before opening (within 7 days of purchase) → 100% refund
- After opening the first module → no refund
- Course doesn't match the description → refund or replacement within 14 days

Subscription

- Cancellation by the 5th of the month → next month not charged
- Cancellation after the 5th → current month not refunded; access remains until end of period

Technical unavailability

If the Organisation failed to deliver the service (platform issue, broken link), the User receives extended access or a proportional refund.

Process

- Submit to: kochetkova.natalia.an@gmail.com or +381629353860
- Response within 7 business days; payment within 14 business days
- Card refunds: 5–10 business days

6. Intellectual Property and Governing Law

All SparkLab materials are the property of Natalia Kochetkova PR Ostalo

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Company details

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