

## **Cancellation Policy**

The following is the cancellation policy of Alma Inspira Ltd., operating under the name "Alma School for Humanity" (the "School"), regarding paid services provided by the School and products sold by the School. This policy applies to any order of a paid service or product from the School in any manner - including through the School's websites (at [he.almaschool.org](http://he.almaschool.org) for the Hebrew site and [almaschool.org](http://almaschool.org) and [hub.almaschool.org](http://hub.almaschool.org) for non-Hebrew sites).

Please note: This cancellation policy is divided into three parts and essentially includes a separate policy regarding registration for School courses, registration for paid events organized by the School, and ordering products from the School.

### **A. Courses and Study Programs**

In the case of cancellation of a participant's registration for a course or study program to which the participant registered at the School, the following cancellation terms will apply, according to the date on which the School received the participant's request to cancel the participant's registration:

1. A participant who cancels a registration for a course or study program up to two business days before the start of the course or study program will not be charged at all.
2. A participant who cancels a registration for a course or study program less than two business days before the opening date of the course or study program but before the actual opening date will be charged a cancellation fee equal to 5% of the cost of the course or study program or 100 NIS (whichever is lower).
3. A participant who cancels a registration for a course or study program after the opening date but before the third meeting/lesson in the relevant course or study program will be charged a cancellation fee equal to the higher of: (a) the amount the participant would have been charged under section 2 above; (b) the proportional part of the cost of the course or study program according to the number of lessons or meetings in which the participant participated or was able to participate out of all the meetings or lessons in the course or program (for illustration – a participant who registered for a course with eight meetings and requests to cancel the registration after the second meeting and before the third meeting will be charged a cancellation fee equal to 25% of the cost of the course).
4. A participant who cancels a registration for a course or study program after the third meeting/lesson in the course or study program will be charged the full cost of the course or study program regardless of the number of meetings/lessons in which the participant participated or was able to participate.

It is hereby clarified that if at the time of cancellation the participant has paid more than the amounts that the participant owes according to sections 2-4 above, the participant will be entitled to a refund subject to the conditions detailed in Part D below. It is also clarified that, if at the time of cancellation the participant had not completed the payments due in accordance with sections 2-4 above, the participant will continue to owe these amounts and the School will be entitled to charge the participant in accordance with the payment terms to which the participant agreed upon registration for the course or study program.

It is further clarified that any cancellation fee payment that the participant owes under this Part A is in addition to any payment that the participant owes under Part D below.

### **B. Paid Events**

In the case of cancellation of registration for a paid event organized by the School (lecture or any other paid event - but not including courses and study programs), the following cancellation terms will apply:

1. In the case of cancellation of an order in accordance with the provisions of Section 14E(a) of the Israeli Consumer Protection Law (the "Law"), the customer will be entitled to a refund in accordance with the provisions of Section 14E(a)(1) of the Law.
2. In the case of cancellation of participation in an event made at least ten days before the date of the event, no cancellation fees will be charged for the cancellation of participation.

3. In the case of cancellation of participation in an event made less than ten days before the date of the event and up to three days before the date of the event, the customer will be charged a cancellation fee equal to 20% (twenty percent) of the cost of participation, this does not include deduction of clearing fees for the credit.

4. In the case of cancellation of participation in an event made less than three days before the date of the event and up to twenty-four hours before the date of the event, the customer will be charged a cancellation fee equal to 50% (fifty percent) of the cost of participation in the event, this does not include deduction of clearing fees for the credit.

5. In the case of cancellation of participation in an event made less than twenty-four hours before the date of the event, the customer will be charged a cancellation fee equal to the full cost of participation in the event (100%).

It is hereby clarified that any cancellation fee payment that the participant owes under this Part B is in addition to any payment that the participant owes under Part D below.

### **C. Ordering Products**

In the case of cancellation of a purchase of a physical product for payment, including books and any other product offered or which will be offered in the future by the School, the following cancellation terms will apply:

1. Return of the product is possible for a product for which more than 50 NIS was paid, provided that the product has not been damaged or altered and has not been used by the customer, up to 14 days from the day of receiving the product or from the day of receiving the transaction details document, all subject to the provisions of the Consumer Protection Law. The product can be returned independently to the School at 2 Rakefet St., Ramat Gan 5259209, Israel or via courier. It is clarified that the return of the product will be in its original packaging only. Please make sure that the product is returned in its entirety with all accessories that came with the product.

2. If the product was sent to the customer before the cancellation of the transaction, the customer is responsible for returning the product to the School at the customer's expense, according to the details that will be provided by the School. In the case of cancellation of the transaction due to a defect or non-conformity in the product, the return of the product to the School will be at the School's expense.

3. After the return of the product by the customer and its receipt by the School, the product will be examined to determine its condition and the use made of the product. If it is determined in such examination that the customer is indeed entitled to a refund, a refund request will be transferred to the credit card company and an email confirming the refund will be sent to the customer.

4. The product will be returned, as far as possible or reasonable, in its original packaging and without being used, complete and without damage or alteration.

5. A consumer who is a person with a disability, a person aged 65 and over, or a new immigrant, is entitled to return the product within 4 months of receiving the product, subject to the fact that the engagement in the remote sale transaction included a conversation between a representative of the School and the customer (including a conversation via electronic communication) and subject to the presentation of a certificate proving that the consumer is a person with a disability, a senior citizen, or a new immigrant, as the case may be.

6. It is hereby clarified that shipping fees paid for a product that was sent before the cancellation will not be credited back.

### **D. Notice of Cancellation and Receiving a Refund**

In any case of cancellation according to Parts A-C of this cancellation policy, the following conditions will apply - in addition to what is stated in the above mentioned parts - regarding the manner of giving notice of cancellation of a transaction and receiving a financial refund if the customer or participant is entitled to one according to Parts A-C above:

1. The School can be notified of the cancellation of the transaction by means of a cancellation notice that the participant or customer (as the case may be) will deliver to the School in any of the following ways:

(1) by registered mail to the School, at 2 Rakefet St., Ramat Gan, postal code: 5259209;

(2) by telephone at 054-7440179;

(3) via email to the email address [helpdesk@almashool.org](mailto:helpdesk@almashool.org)

In the cancellation notice, the participant or customer will provide full name, email address and telephone number, and the details of the transaction the participant or customer wishes to cancel.

2. If the School was charged processing fees for crediting/refunding a credit card transaction that was canceled, the School is entitled to charge the participant or customer (as the case may be) also for the payment of the amounts charged to the School for the above processing fees as stated.

3. The credit card that was charged in the transaction will be credited as part of the cancellation with the amount due to the participant or customer after the applicable cancellation fees had been applied (in accordance with Parts A-C above) and an additional 5% of the purchase price or 100 NIS (whichever is lower), except for cases where the cancellation of the transaction is due to a product in which there was a defect or non-conformity pursuant to Part C above - in which case no cancellation fees will be charged.

This cancellation policy was last updated on May 20, 2025.