

PUBLIC CONTRACT (OFFER) FOR THE PROVISION OF INFORMATION SERVICES GENERAL PROVISIONS

1.1. This Public Agreement (hereinafter referred to as the Offer, Agreement) is an official offer of the Contractor on the [admin@eraperemen.info](mailto:admin@eraperemen.info) website for the provision of Information Services using the website software: [eraperemen.info](http://eraperemen.info) (hereinafter referred to as the Website) to legal entities and/or legally capable individuals (hereinafter referred to as the Customer) on the terms listed below by providing information through an online webinar - a special form of information transfer aimed at the acquisition by the Customer of additional knowledge, skills and abilities in a certain field of activity as a result of the use by the Customer of special events determined by him at his discretion, or alienation of the recorded training in favor of the Customer - for a fixed fee.

1.2. Acceptance of this Offer means full and unconditional acceptance by the Customer of all conditions without any exceptions and/or restrictions and is equivalent in accordance with the legislation of Singapore to the conclusion by the parties of a bilateral written agreement on the terms and conditions set forth below in this Offer.

1.3. This Public Agreement for the provision of Information Services (Offer) is considered concluded (accepted) from the moment the Customer fills out an account on the Contractor's Website and the Customer's funds are credited to the Contractor's current account.

1.4. The Contractor and the Customer provide mutual guarantees of their right and legal capacity necessary for the conclusion and performance of this Agreement for the provision of Information Services. DEFINITIONS AND TERMS

2.1 For the purposes of this Offer, the following terms are used in the following meaning:

Offer – this public agreement for the provision of information services. Website – an Internet site: [https:// eraperemen.info/](https://eraperemen.info/) used by the Contractor on the basis of ownership. Information services are any services of the Contractor, the types and cost of which are determined on the Website, for the provision of limited

access of the Customer to the Website in accordance with the terms of the Offer for participation in thematic trainings in the format of webinars, accompanying seminars in the format of webinars, as well as the Contractor's information services for the provision of multimedia training courses (recorded trainings) for a fee, and related information services of the Contractor in the form of consultations, through the use of free closed-code software that provides encrypted voice and video communication via the Internet between computers (VoIP), using peer-to-peer network technologies (Zoom consultations), or consulting services in another form. The form and necessity of providing related information services shall be determined by the Contractor independently.

Acceptance of the Offer is a full and unconditional acceptance of the Offer by taking actions on 100% prepayment for the Information Service.

The Contractor is the website of [eraperemen.info](http://eraperemen.info) represented by ANALYTICAL AGENCY ERA OF CHANGE PTE. LTD. or another business entity entitled to provide Information Services to the Customer under the terms of this Offer. Customer — a person who has accepted the Offer on the terms and conditions set forth therein. Contract for the provision of information services (hereinafter referred to as the Agreement) is an agreement between the Customer and the Contractor for the provision of Information Services, which is concluded by means of the Acceptance of this Offer.

SUBJECT OF THE OFFER

3.1. The subject of this Offer is the provision of paid Information Services to the Customer by the Contractor in accordance with the terms of this Offer by providing Information Services in an interactive (online) format for a fee paid by the Customer to the Contractor, or providing the Customer with a video recording of a webinar for a fee.

3.2. The cost of each type of Information Service is set on the Contractor's Website. This Agreement for the provision of Information Services is considered to be concluded from the moment the funds are received on the Contractor's current account.

3.3. Payments under this Agreement shall be made by one of the methods offered to the Customer, including by clicking the "Pay" button, which include:

- payment by electronic money;
- payment through payment terminals or Internet banking;
- payment to the Contractor's current account through a bank or an esquire bank;
- payment through specially authorized agents (individuals or legal entities)
- by other means by prior agreement with the Contractor.

TERMS AND CONDITIONS FOR THE PROVISION OF INFORMATION SERVICES

4.1. The Contractor provides the Customer with limited access to the Information Service posted on the Website, transmits a recording of the webinar. or provides access to a closed area of the site, by transferring access passwords), subject to 100% prepayment of this service. 4.2. The types and methods of payment for each type of Information Service are indicated on the Website.

4.4. Participation in the webinar is confirmed by the Customer filling out the appropriate application for participation and making a payment using one of the methods specified on the Website. Links to participation in the webinar are provided to the Customer by sending them to the Customer's e-mail address specified by him when filling out an application for Information Services by participating in an online webinar.

4.5. In the event that within 2 business days the Customer has not received access to the Information Service for any reason, he must contact the Contractor's support service at the address: [https:// eraperemen.info/](https://eraperemen.info/)

4.6. The Contractor undertakes to provide the Customer with the Information Service by organizing and conducting a webinar within the period specified on the Website, or by providing the Customer with access to the closed area of the Website within 2 working days from the date of receipt of funds to the Contractor's account.

4.7. This Offer has the force of an act on the provision of services. Acceptance of the service is made without signing the corresponding act.

4.8. The Contractor reserves the right to cancel the Customer's participation in the webinar without a refund of the fee paid, in case of violation of the rules of conduct during the webinar. These violations are: incitement of ethnic conflicts, insult of the training participants, the presenter, deviation from the topic of the training or meeting, advertising, obscene statements, etc.

4.9. The Contractor reserves the right to cancel the Customer's participation in a meeting or webinar if it is established that he has transferred the details for participation in the webinar to third parties, the Customer distributes information and materials received by him in connection with participation in the webinar to third parties for a fee or free of charge. The use by the Customer of information and materials obtained as a result of receiving Information Services is allowed only for personal purposes and for personal purposes use of the Customer.

4.10. After the end of the training, access links to lessons are not provided again. REGISTRATION OF THE CUSTOMER ON THE SITE

5.1. The provision of the Information Service to the Customer is possible provided that he creates an appropriate account on the Website. The account must contain the Customer's last name, first name, e-mail address, and phone number.

5.2. The customer is responsible for the confidentiality of the password. If the Customer establishes the facts

unauthorized access to his account, he undertakes to notify the Contractor's support service as soon as possible at the address: [admin@eraperemen.info](mailto:admin@eraperemen.info)

#### RIGHTS AND OBLIGATIONS OF THE CONTRACTOR

- 6.1. The Contractor undertakes to provide the Customer with round-the-clock access to the Website using the Customer's account.
- 6.2. In the process of providing the Information Service in the form of an online webinar, the Contractor undertakes to provide technical support for the broadcast of the online webinar.
- 6.3. The Contractor is responsible for the storage and processing of the Client's personal data, ensures the confidentiality of these data in the process of their processing and uses them exclusively for the high-quality provision of the Information Service to the Client.
- 6.4. The Contractor guarantees to provide the Customer with complete and reliable information about the service provided at his request.
- 6.5. The Contractor reserves the right to change the date of the webinar at any time, and/or the amount of information (classes) in the webinar course (can be changed up to 5% unilaterally), notifying the Customer in advance no later than three calendar days from the date of such a decision, by sending a message to the Customer's e-mail.
- 6.6. The Contractor has the right to change the duration of the webinar and/or the terms of this Offer unilaterally without prior notice to the Customer, publishing these changes on the Website, no later than 5 calendar days from the date of their introduction (acceptance).
- 6.7. The Contractor has the right to extend the terms of the webinar by notifying the Customer no later than three calendar days from the date of such a decision, for a period not exceeding 30 calendar days.
- 6.8. The Contractor has the right to block the Customer's account in case of violation of the webinar rules specified in clause 4.8. of this Offer without a refund of the fee paid.

#### RIGHTS AND OBLIGATIONS OF THE CUSTOMER

- 7.1. The Customer is obliged to provide reliable information about himself in the process of creating an account (registration) on the Website. The customer is responsible for the accuracy of such information.
- 7.2. The Customer undertakes not to reproduce, repeat, copy, sell, or use for any purpose the information and materials that have become available to him in connection with the provision of the Information Service, except for their personal use.
- 7.3. The Customer is obliged to maintain in good technical condition the equipment and communication channels that provide him with access to the Site, to log in to the Site under his account at a time only from one personal computer. The Contractor shall not be liable for failure to provide (poor quality provision) of the Information Service for reasons beyond the control of the Contractor (including due to non-fulfillment of clause 7.1 of this Offer).
- 7.4. The Customer enjoys all consumer rights in accordance with the current legislation of Singapore, which regulates the relationship for the provision of paid services.
- 7.5. In case of provision of a service of inadequate quality, the Customer has the right to exercise the rights provided for by the Law of Singapore, only in cases where the violation of his rights occurred through the fault of the Contractor and if this circumstance is proven.
- 7.6. All claims regarding the quality of the Information Service provided must be sent by the Customer to the Contractor by submitting an application on the website [admin@eraperemen.info](mailto:admin@eraperemen.info). The term for consideration of the Customer's claim(s) by the Contractor is 30 (thirty) days (including claims containing a claim for a refund) from the date of receipt of the claim to the Contractor, after which the Contractor makes one of the following decisions: 1) to disagree with the claim and to refuse to refund, or 2) to agree with the claim and to satisfy the claim for a refund.
- 7.7. If the Contractor decides to return the funds, the Funds shall be returned to the Customer by crediting to the Customer's account in the payment systems Yandex-Money, WebMoney, QIWI, credit card, personal account, or other details agreed by the parties. All refunds are made subject to the Customer's sending to the Contractor an application in the form that will be sent to the Customer by e-mail. The Parties unconditionally it is accepted that the final decision on the method of refund remains in each case at the discretion of the Contractor. In case of a refund to the Customer's bank account or to the Customer's account in the payment system, a completed application for a refund with the Customer's signature in the form in scanned electronic form is sent by e-mail to the Contractor (the following file formats are allowed: gif, jpeg, pdf). The application for the return of Funds must contain information about the account of the Customer, the commercial organization (bank) where the account is kept, and its address. If the application does not contain the necessary information required to make a refund, the Contractor does not guarantee the terms specified in clause 7.8.
- 7.8. Funds are credited to the bank account specified by the Customer within 30 calendar days from the date when the Contractor received the signed and scanned application of the Customer in the form. The financial document confirming the deposit of funds by the Contractor to the Client's account is proof of the Contractor's fulfillment of the obligation to return funds to the Customer, which is unconditionally accepted by the parties.

#### LIABILITY OF THE PARTIES

- 8.1. The Contractor and the Customer, taking into account the nature of the service provided, undertake to apply a pre-trial dispute settlement procedure in the event of disputes and disagreements related to the provision of the Information Service. If it is impossible to settle the dispute in the pre-trial procedure, the parties have the right to apply to the Singapore court.
- 8.2. For non-fulfillment or improper fulfillment of obligations under this Offer, the parties are liable in accordance with the legislation of Singapore.

#### QUALITY ASSURANCE OF INFORMATION SERVICES

- 9.1. The Customer, accepting the terms of this Offer, also assumes the risk of non-profit and the risk of possible losses associated with the use of the knowledge gained by the Customer in the course of providing the Information Service.
- 9.2. Acceptance of the Customer's claims for a refund is terminated after 10 (ten) calendar days from the start of the webinar (that is, receiving passwords to access the closed area of the site where the training recordings are located), which is unconditionally accepted by the parties. For some courses and trainings, this period may be reduced by the Contractor to 7 (seven) calendar days, of which the Contractor is obliged to explicitly notify the Customer before purchasing the information product. Any other way to extend the guaranteed refund period is impossible and contradicts this Offer.
- 9.3. The terms of the warranty periods for the provision of Information Services are specified on the [https:// eraperemen.info/](https://eraperemen.info/) website
- 9.4. Claims demanding a refund must be sent to the Contractor no later than one day before the expiration of the warranty period. Other claims demanding a refund by the Contractor will not be considered.

#### FORCE MAJEURE

10.1. The Parties shall be exempt from liability for partial or complete non-performance of obligations under this Agreement, if this failure was the result of force majeure circumstances (force majeure) that arose after the conclusion of this Agreement, and made it impossible to fulfill obligations in accordance with the terms of this Agreement. Such circumstances include, in particular, but not limited to, emergencies of man-made, natural or of an environmental nature, accidents in power supply systems, destruction of these systems caused, in particular, by earthquakes, floods, hurricanes, etc., prolonged lack of electricity and Internet for reasons beyond the control of the parties, military actions, riots, strikes, riots and other illegal actions, as well as the state of health of the Contractor (and/or the host of the webinar), flood, fire, anti-terrorist operations, earthquake and other natural disasters, war, military actions, uncontrolled, illegal actions and acts of vandalism of third parties, revolutionary actions, civil unrest, acts or actions of government bodies, adoption of legal or by-laws that directly affect the ability of the parties to fulfill the terms of this Agreement, and any other extraordinary circumstances.

10.2. The Parties have agreed that in the event of the occurrence of the circumstances provided for in clause 10.1. of the Agreement, the deadline for the performance of obligations under this Agreement shall be postponed for the period of time during which these circumstances and their consequences were in effect.

10.3. If force majeure and its consequences continue to operate for more than six months, the Parties shall conduct negotiations as soon as possible in order to identify alternative ways of fulfilling the terms of this Agreement acceptable to both Parties and to reach appropriate written agreements.

#### OTHER PROVISIONS

- 11.1. The Customer guarantees that all the terms of the offer are clear to him and he accepts them unconditionally and in full, without any conditions, exceptions and reservations.
- 11.2. In the event that is not regulated by this Agreement, the Parties undertake to be guided by the norms established by the current legislation of Singapore.
- 11.3. The laws of Singapore apply to this agreement.
- 11.4. The Parties give each other consent to the processing and storage of personal data that becomes known to them, in connection with the conclusion of this Agreement, to the extent necessary in accordance with the requirements of the current legislation of Singapore.