

# Terms & Conditions

Last Updated: 7 January 2026

Company: Syloedge Technologies Private Limited

Website: [www.sylo.in](http://www.sylo.in)

Address: 101 UNIT, OXFORD TOWER, 139 HAL OLD AIRPORT RD, HULSUR BAZAAR, BANGALORE – 560008

## OVERVIEW

The SYLO applications and websites (including the SYLO Parent App, SYLO Trainer App, SYLO Society/School Dashboard, and the SYLO website – [www.sylo.in](http://www.sylo.in)) are hereinafter collectively referred to as the “Platform.” The Platform is operated by Syloedge Technologies Private Limited.

Throughout these Terms, the words “Company,” “SYLO,” “we,” “us,” and “our” refer to Syloedge Technologies Private Limited.

The Company offers access to the Platform—including all information, tools, classes, and services—conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By accessing or using the Platform, enrolling in SYLO programs, or interacting with our trainers/operations team, you (“User,” “Parent,” “Trainer,” “Student,” “Society Administrator”) agree to these Terms & Conditions.

If you do not agree, you may not access the Platform or use any SYLO service.

## 1. ELIGIBILITY

1. You must be at least 18 years of age to register and use SYLO services.
2. Users under 18 may participate only with the consent and supervision of a parent or legal guardian.
3. Parents/guardians are fully responsible for their child’s conduct, safety during arrival/departure, and compliance with these Terms.

## 2. SERVICE DESCRIPTION

SYLO provides structured extracurricular programs—including but not limited to Dance, Art, Chess, Robotics, Taekwondo, Music, Fitness, and other skills - delivered through verified instructors inside residential societies and schools.

Services include:

- Group classes or one to one
- Trial sessions
- Progress updates
- Trainer marketplace tools
- Parent & society dashboards
- Workshop or event-based activities

SYLO may modify, add, or discontinue services at any time.

## 3. ACCOUNT REGISTRATION & RESPONSIBILITIES

When creating an account, you agree to:

- Provide accurate, current, and complete information

- Keep login credentials secure
- Accept responsibility for activity under your account
- Notify SYLO immediately if you suspect unauthorized access

You may not:

- Use another person's identity
- Create fake or misleading accounts
- Use offensive usernames or photos

#### **4. ENROLLMENT, ATTENDANCE & CLASS CONDUCT**

##### **4.1 Enrollment**

- Enrollment is confirmed only after full payment.
- SYLO may require certain information (child details, society details, documents).

##### **4.2 Attendance**

- Students are expected to attend all scheduled classes.
- Missed classes by the child cannot be refunded but may qualify for a make-up class, subject to trainer availability.

##### **4.3 Class Conduct**

SYLO may remove a student temporarily or permanently (without refund) for:

- Disruptive behavior
- Bullying or misconduct
- Safety violations
- Repeated non-compliance

##### **4.4 Trial Classes**

- Trials may be offered at selected societies.
- A trial does not guarantee a reserved seat unless payment is completed.

#### **5. PAYMENTS, BILLING & REFUNDS**

##### **5.1 Payment Terms**

- All fees are payable in advance, either monthly or for multi-month plans.
- Payment links may be sent via the app, WhatsApp, or email.
- Payment processing is handled by trusted third-party gateways (Razorpay).

##### **5.2 Billing**

- It is the parent's responsibility to ensure timely renewals.
- Non-payment may result in suspension of classes.

##### **5.3 Refund Policy**

Refunds apply only in the following scenarios:

- SYLO cancels a batch permanently
- Trainer unavailability for more than 7 consecutive days
- Mistaken payment reported within 24 hours (and no class attended)

Refunds are not provided for:

- Classes missed by the child
- Scheduling conflicts arising from personal reasons
- Child's inability to attend due to exams, travel, or personal events

Make-up sessions may be offered at SYLO's discretion.

## **6. MODIFICATIONS, CANCELLATIONS & RELOCATIONS**

### **6.1 SYLO's Right to Modify**

SYLO may modify:

- Class timings
- Trainers
- Activities
- Curriculum
- Location
- Batch size

Users will be notified in advance whenever possible.

### **6.2 Class Cancellations**

- If SYLO or the trainer cancels a session, a make-up class will be provided.
- If a society's clubhouse/space is unavailable, classes may be rescheduled or relocated.

### **6.3 Relocation or Withdrawal**

If a child relocates or withdraws mid-cycle, refunds are not guaranteed. SYLO may, at its discretion, offer partial adjustments.

## **7. TRAINER POLICY**

- All trainers undergo verification, orientation, and monitoring.
- SYLO may change or substitute trainers based on performance or availability.
- Parents agree not to solicit or hire SYLO trainers privately for 12 months after discontinuing SYLO programs. (Violation may result in penalties or legal action.)

## **8. SAFETY, LIABILITY & MEDICAL DISCLOSURES**

### **8.1 Safety Commitment**

SYLO ensures that classes are conducted with attention to safety. However, extracurricular activities naturally involve physical movement.

## 8.2 Parent Responsibility

Parents must:

- Inform SYLO of any medical or behavioural conditions in advance
- Ensure safe drop-off and pick-up
- Avoid leaving unsupervised children before or after class time

SYLO is not liable for:

- Injuries caused by normal activity risks
- Accidents resulting from undisclosed medical conditions
- Incidents outside scheduled class time

## 9. PROHIBITED USES

Users may not:

- Use the Platform for illegal or harmful purposes
- Harass or abuse instructors or other parents
- Post harmful, offensive, or defamatory content
- Bypass security or misuse the Platform
- Copy, scrape, reverse-engineer, or misuse SYLO's content or data

Violation may result in suspension or termination.

## 10. CONTENT OWNERSHIP & INTELLECTUAL PROPERTY

All Platform content—including logos, curriculum, photos, tools, audio/video, and learning material—is the property of SYLO or its licensors.

Users may not copy, modify, distribute, or reuse SYLO content without written permission.

Class photos/videos shared with parents may not be:

- Reposted publicly without consent
- Modified or misrepresented
- Used commercially without approval

## 11. COMMUNICATION CONSENT

By using SYLO services, you consent to receive communication via:

- WhatsApp
- SMS
- Email
- Phone calls
- App notifications

You may opt out of promotional messages by writing to [hello@sylo.in](mailto:hello@sylo.in). Operational messages (billing, class alerts, safety, schedule changes) cannot be opted out.

## **12. DISCLAIMER OF WARRANTIES**

SYLO provides the Platform “as is” and “as available,” without warranties of any kind.

We do not guarantee:

- Error-free or uninterrupted service
- Accuracy of content
- Availability of facilities in societies
- Consistency of trainers
- Any specific learning outcomes

Parents acknowledge that participation in extracurricular activities involves inherent risks.

## **13. LIMITATION OF LIABILITY**

To the fullest extent permitted by law, SYLO is not liable for:

- Injuries sustained during classes
- Loss of belongings
- Third-party service failures
- Payment gateway errors
- Damages arising from misuse of the Platform
- Indirect, incidental, or consequential damages

Maximum liability is limited to the amount paid for the month in which the claim arises.

## **14. INDEMNIFICATION**

Users agree to indemnify SYLO, its employees, directors, trainers, and partners against any claims arising from:

- Violation of these Terms
- Misuse of SYLO services
- Harm caused to trainers, students, or property
- Incorrect information or negligence

## **15. TERMINATION OF SERVICE**

SYLO may suspend or terminate user access if:

- Fees are unpaid
- Misconduct occurs
- Fraud or suspicious activity is detected
- Policies are violated

Termination does not absolve pending dues.

## **16. GOVERNING LAW & JURISDICTION**

These Terms shall be governed by Indian law. All disputes will fall under the exclusive jurisdiction of the **courts of Bengaluru, Karnataka**.

## **17. CHANGES TO TERMS**

SYLO may update these Terms periodically. Updated Terms will be published on [www.sylo.in](http://www.sylo.in). Continued use of the Platform indicates acceptance of updated Terms.

## **18. GRIEVANCE OFFICER**

In accordance with Information Technology Act 2000 and rules made thereunder, the contact details of the Grievance Officer are:

Mr. Adesh Agrawal

Syloedge Technologies Private Limited

101 UNIT, OXFORD TOWER, 139, HAL OLD AIRPORT RD,

HULSUR BAZAAR, BANGALORE – 560008

Email: [adesh@sylo.in](mailto:adesh@sylo.in)

It is further stated that the Grievance Officer shall redress your grievances with respect to the Personal Information provided within 1 (one) month from the date of receipt of your written grievance to the contact details mentioned under this Clause.

If you have any questions about this Policy, you can also email us at [hello@sylo.in](mailto:hello@sylo.in)

## **18. CONTACT INFORMATION**

For questions or concerns regarding these Terms:

Mail: [hello@sylo.in](mailto:hello@sylo.in)

Website: [www.sylo.in](http://www.sylo.in)

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