

EDU2FAM TERMS OF USE

Effective Date: September 28, 2026

Last Updated: September 28, 2026

Operated by Educators 2 Families LLC

IMPORTANT NOTICE

These Terms contain an arbitration provision and class-action waiver. Please read Section 22 carefully. These Terms are intended to work together with the Edu2Fam Privacy Policy and Cancellation & Refund Policy.

1. ACCEPTANCE OF TERMS AND DEFINITIONS

These Terms of Use ("Terms") govern access to and use of the Edu2Fam website, mobile applications, communications tools, and related marketplace services (collectively, the "Platform"). Edu2Fam is operated by Educators 2 Families LLC ("Edu2Fam," "we," "us," or "our"). By creating an account, purchasing a membership, checking the acceptance box, or otherwise accessing or using the Platform, you agree to these Terms and our Privacy Policy and, where applicable, our Cancellation & Refund Policy. At signup, Users are required to affirmatively indicate acceptance of the Terms. Edu2Fam may maintain an electronic record of acceptance, including whether acceptance was given, the date and time of acceptance, and the version or effective date of the Terms accepted. This record may be used to establish which version applied to a User at a particular time. For these Terms, a "Family" or "Parent" means an adult user seeking childcare, tutoring, educational support, or other permitted services. An "Educator" means an adult user offering permitted services through the Platform. "User" means any person who accesses or uses the Platform. "User Content" means profile information, photos, messages, reviews, requests, postings, and other content submitted through supported Platform features. If you do not agree to these Terms, do not access or use the Platform.

2. NATURE OF THE SERVICE - MARKETPLACE ONLY

Edu2Fam is an online marketplace and lead-generation platform designed to help Families find and communicate with Educators for childcare, tutoring, educational support, and other permitted services. Platform functionality may include search, profiles, messaging, and service or booking requests. Edu2Fam does not itself provide childcare, tutoring, teaching, transportation, or other in-person services. Edu2Fam is not the employer, joint employer, staffing agency, employment agency, agent, partner, representative, or insurer of any User. Families and Educators deal directly with one another and are responsible for interviewing, vetting, selecting, scheduling, supervising, negotiating compensation, determining tax or legal obligations, and deciding whether to enter into or continue any service relationship. At launch, Edu2Fam collects membership fees for access to Platform features but does not process compensation from Families to Educators for services arranged between Users.

3. ELIGIBILITY, ACCOUNT REGISTRATION, AND SECURITY

You must be at least 18 years old, legally capable of entering a binding contract, and legally permitted to use the Platform. At launch, age eligibility is based on the User's self-declaration through the signup process; Edu2Fam does not perform routine ID-based age verification. Accounts are intended for adults, and children may not create independent Edu2Fam accounts. You agree to provide accurate, current, and complete registration information. You are responsible for safeguarding your password, authentication credentials, and devices and for activity occurring through your account. Notify support@edu2fam.com if you suspect unauthorized access or account compromise.

4. EDUCATOR INFORMATION, CREDENTIALS, AND REVIEW LIMITATIONS

Educator profiles may include self-reported degree or education selections, job or experience history, address information, profile photo, availability, service area, and other supported profile information. Educators represent that information they submit is accurate, current, authentic, and belongs to them. At launch, Edu2Fam uses manual administrative review only. Administrators may consult publicly available information, including a New York State Education Department (NYSED) public search link when relevant. Edu2Fam does not perform automated license or identity verification and does not store educator identification or credential documents as part of the launch verification workflow. No teaching-license number or credential-file upload is required by the launch Platform unless the Platform is later changed. Edu2Fam does not conduct comprehensive criminal background checks, reference checks, employment checks, sex-offender-registry checks, driving-record checks, or continuous professional-disciplinary monitoring. An approval or profile status is not a guarantee of identity, character, competence, qualifications, continued licensure, suitability, safety, criminal history, or fitness to work with children. Families remain responsible for their own screening and due diligence.

5. PROFESSIONAL RESPONSIBILITY, EMPLOYMENT COMPLIANCE, SCHOOL RULES, AND

CONFLICTS OF INTEREST Educators are solely responsible for ensuring that their use of Edu2Fam and services arranged through the Platform comply with applicable laws, professional standards, ethical obligations, employment agreements, school or district rules, licensing requirements, collective-bargaining obligations, and other applicable requirements. Educators must comply with applicable outside-employment, tutoring, childcare, conflict-of-interest, confidentiality, student-contact, non-solicitation, and professional-conduct rules. An Educator may not use Edu2Fam to provide paid services to a student when doing so would violate applicable school, district, employer, ethics, licensing, contractual, or legal requirements. At a minimum, an Educator may not use the Platform to provide paid services to a student the Educator currently teaches, grades, directly supervises, or has direct evaluative authority over through primary employment. Edu2Fam does not perform school-employment or conflict-of-interest checks and does not determine whether a particular engagement is permitted. Each Educator is independently responsible for making that determination.

6. FAMILY RESPONSIBILITIES AND SAFETY

Families are solely responsible for deciding whether an Educator is appropriate for their needs. Families should interview Educators, check references and credentials when appropriate, consider appropriate screening, discuss expectations, and independently confirm information important to their decision. The Platform may display Educators who have completed Edu2Fam's administrative approval process, but approval does not guarantee identity, safety, suitability, qualifications, or service quality. In an emergency or when there is an immediate threat to safety, contact 911 or the appropriate emergency authority. Edu2Fam is not an emergency-response service.

7. USER CONDUCT AND PROHIBITED USE

Users may not use the Platform to violate law; exploit, endanger, abuse, harass, threaten, stalk, discriminate against, defraud, or impersonate another person; facilitate unlawful conduct; submit false or misleading information; send spam; solicit passwords or sensitive financial information; distribute malware; interfere with Platform security; misuse messaging; or engage in conduct that creates a material safety risk. Users may not scrape, crawl, harvest, index, copy, aggregate, sell, republish, or commercially exploit User profiles, contact information, messages, Platform data, or Edu2Fam content except as expressly authorized in writing. Users may not reverse engineer, decompile, attempt to discover source code, circumvent technical restrictions, or use Edu2Fam information to populate a competing database, directory, marketplace, solicitation list, or commercial service, except to the extent a restriction is prohibited by applicable law.

8. USER CONTENT, PROFILES, MESSAGES, AND REVIEWS

You are responsible for User Content you submit and retain ownership of it. You grant Edu2Fam a non-exclusive, worldwide, royalty-free, sublicensable license to host, store, reproduce, format, display, transmit, and otherwise use User Content as reasonably necessary to operate, secure, and provide the Platform, subject to the Privacy Policy. Reviews, if offered, must reflect genuine experiences and may not contain threats, harassment, knowingly false factual claims, confidential information, or unlawful content. Edu2Fam may hide or remove reviews when appropriate under Platform rules. At launch, Platform messaging is text-only. Messages do not support attachments and Users do not have in-app message edit or delete controls. Users should not place unnecessary sensitive information about children, home addresses, medical details, school schedules, or other unnecessary sensitive information in public-facing content.

9. COMMUNICATIONS AND PLATFORM MESSAGING

Edu2Fam may provide one-to-one text messaging. Messages may be stored as described in the Privacy Policy. Users may not use messaging to harass, spam, solicit unlawful transactions, transmit malicious content, or violate these Terms. At launch, Edu2Fam does not use automated message scanning or automated spam/content-review tools. Edu2Fam does not provide an in-app message-report button at launch. Users may report messaging, safety, fraud, or policy concerns to support@edu2fam.com. Authorized personnel may manually review relevant information, including stored messages through available backend access, when reasonably necessary to address a reported safety, fraud, abuse, security, legal, or policy matter. Edu2Fam does not guarantee that harmful or inappropriate communications will be detected or prevented. Service-related communications may be sent electronically.

10. FEES, MEMBERSHIPS, AUTOMATIC RENEWAL, AND CANCELLATION

At launch, Family memberships are planned at \$15 per month or \$150 per year during the first-year introductory pricing period, unless a different price is clearly disclosed before purchase. Educator standard accounts are free unless otherwise stated. No free trial is offered at launch unless clearly disclosed at checkout. Family memberships are processed through Stripe and automatically renew for the selected billing period until canceled. Before billing information is submitted or consent to automatic renewal is obtained, Edu2Fam will present material subscription terms as required by applicable law, including the price, billing frequency, renewal nature, and available cancellation method. Users may manage eligible subscription functions through the available Stripe-hosted customer portal or other cancellation method provided by Edu2Fam. Unless otherwise required by law or expressly stated at purchase, cancellation stops future renewal charges and takes effect at the end of the current paid billing period; access generally continues through that period. Cancellation does not automatically generate a refund. Membership fees already charged are generally non-refundable, subject to applicable law and the Cancellation & Refund Policy. Edu2Fam will provide renewal notices, material-change notices, price-change disclosures or consent, and other automatic-renewal communications when and to the extent required by applicable law. These Terms do not promise a specific advance-notice period except where a particular period is legally required. Edu2Fam should configure its billing and communication systems so legally required notices are actually delivered. The Cancellation & Refund Policy is incorporated into these Terms.

11. PAYMENTS BETWEEN FAMILIES AND EDUCATORS

Edu2Fam does not process compensation paid by Families to Educators for services at launch. Families and Educators are responsible for agreeing directly on compensation, payment methods, schedules, cancellation terms, late-cancellation terms, refunds, taxes, and other service terms. Edu2Fam is not responsible for disputes arising from payments made directly between Users.

12. THIRD-PARTY SERVICES AND INFRASTRUCTURE

Edu2Fam relies on third-party providers to operate portions of the Platform. Following the planned production photo-storage migration, these may include Firebase/Google Cloud for authentication, database, storage, and backend services; Stripe for Edu2Fam membership payment processing; Vercel for hosting and application infrastructure; Resend for transactional emails and notifications; Zoho Mail for human-operated business/support email; GitHub for development source-code repository and version control; Expo and related services for mobile application development or delivery; and a ZIP-code lookup service when used for city autofill. Cloudinary is not intended to remain a production photo-storage provider after the migration to Firebase Storage. Third-party services are governed by their own terms and privacy practices where applicable. 13. PRIVACY, CHILDREN'S INFORMATION, AND LOCATION Edu2Fam's collection, use, disclosure, retention, and protection of personal information are described in the Privacy Policy. Edu2Fam does not permit children to create independent accounts. Parents or legal guardians may provide limited child information in private profile or service-request/booking fields, including a child's name, grade or age information, and supported learning-needs information. Such child information is not intended for public display. At launch, Edu2Fam does not request a child's date of birth, school name, health files, or emergency-contact information as standard fields. Users should minimize sensitive child information and avoid unnecessary medical or health details. At launch, Edu2Fam uses general location and service-area information such as city, state, ZIP code, and service-area text. It does not provide precise GPS or live-location tracking. Any future precise-location feature would require appropriate disclosure and permissions.

14. INTELLECTUAL PROPERTY AND LIMITED LICENSE

The Platform, including the Edu2Fam name and logos, software, design, layout, databases, text, graphics, interfaces, features, and proprietary materials provided by Edu2Fam, is owned by or licensed to Edu2Fam and protected by applicable intellectual-property laws. Edu2Fam grants Users a limited, personal, non-exclusive, non-transferable, revocable license to use the Platform for its intended purposes.

15. COPYRIGHT AND INTELLECTUAL-PROPERTY COMPLAINTS

A rights holder who believes Platform content infringes a copyright or other intellectual-property right may contact support@edu2fam.com with sufficient information to identify the protected work, allegedly infringing material, contact information, and basis for the complaint. Edu2Fam may hide or remove content within the administrative capabilities available to it when appropriate.

16. REPORTING, REVIEW, AND AVAILABLE ADMINISTRATIVE ACTIONS

Users may report suspected fraud, safety concerns, prohibited conduct, messaging abuse, or policy violations to support@edu2fam.com. At launch, there is no in-app report button. Edu2Fam may review reports and relevant available account information but does not guarantee any particular investigation, outcome, response time, or disclosure of internal findings. At launch, administrative controls include approving or rejecting Educator profiles and hiding or removing reviews through available Platform tools. Edu2Fam may also take other actions that are actually available through its administrative or backend systems and permitted by law. These Terms do not represent that the launch Platform includes automated account suspension, automated banning, in-app account deletion, message deletion, or message-blocking tools when those functions are not implemented. Edu2Fam may expand administrative safety and enforcement capabilities in the future and update these Terms as appropriate.

17. PLATFORM AVAILABILITY, CHANGES, AND BETA FEATURES

Edu2Fam may modify, add, suspend, or discontinue Platform features, eligibility criteria, technical requirements, or service areas. Edu2Fam does not guarantee uninterrupted, error-free, secure, or continuously available operation. Beta, pilot, experimental, or preview features may be incomplete, changed, or withdrawn.

18. DISCLAIMER OF WARRANTIES

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE." EDU2FAM DISCLAIMS EXPRESS AND IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. EDU2FAM DOES NOT WARRANT OR GUARANTEE THE IDENTITY, CHARACTER, BACKGROUND, QUALIFICATIONS, LICENSURE, SUITABILITY, SAFETY, RELIABILITY, CONDUCT, PERFORMANCE, OR SERVICE QUALITY OF ANY USER; THE ACCURACY OF USER CONTENT; THE SUCCESS OF ANY MATCH; OR THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF HARMFUL COMPONENTS. SOME JURISDICTIONS DO NOT ALLOW CERTAIN WARRANTY DISCLAIMERS, SO SOME OF THE ABOVE MAY NOT APPLY TO YOU.

19. ASSUMPTION OF RISK AND USER INTERACTIONS

Users understand that online marketplace interactions and in-person service relationships involve risks that Edu2Fam cannot eliminate. Users are responsible for exercising judgment and reasonable precautions when communicating, meeting, hiring, being hired, entering a home, transporting a child, or otherwise interacting with another User. Edu2Fam is not a party to agreements between Families and Educators and does not supervise service delivery.

20. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EDU2FAM AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES; LOST PROFITS OR DATA; OR DAMAGES ARISING FROM USER CONDUCT, USER CONTENT, IN-PERSON INTERACTIONS, SERVICES PROVIDED BY USERS, OR THIRD-PARTY SERVICES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, EDU2FAM'S AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THE PLATFORM OR THESE TERMS WILL NOT EXCEED THE GREATER OF (A) THE FEES YOU PAID TO EDU2FAM DURING THE SIX MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM OR (B) \$100. THESE LIMITATIONS DO NOT APPLY TO LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW.

21. INDEMNIFICATION

To the extent permitted by law, you agree to indemnify, defend, and hold harmless Edu2Fam and its affiliates, officers, directors, employees, and agents from third-party claims, liabilities, damages, judgments, losses, and reasonable costs arising from your User Content, violation of these Terms or law, misuse of the Platform, or services or interactions with another User. For New York consumers, this applies only to the extent permitted by applicable law.

22. GOVERNING LAW, ARBITRATION, AND SMALL CLAIMS

These Terms are governed by New York law, except to the extent federal law controls. Except for eligible small-claims matters, requests for emergency injunctive relief, or disputes that applicable law prohibits from arbitration, disputes arising from these Terms or the Platform will be resolved by binding individual arbitration administered by JAMS under its applicable consumer arbitration rules. Arbitration will take place in New York, New York, unless the parties agree otherwise or applicable rules or law require another location or remote proceeding. Either party may bring an eligible individual claim in small-claims court. TO THE EXTENT PERMITTED BY LAW, DISPUTES MUST BE BROUGHT ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN A PURPORTED CLASS, COLLECTIVE, CONSOLIDATED, OR REPRESENTATIVE PROCEEDING. Because these provisions can affect important legal rights, Users may wish to consult independent counsel before agreeing.

23. ELECTRONIC COMMUNICATIONS AND SIGNATURES

You consent to receive agreements, disclosures, notices, receipts, and other records electronically, subject to applicable law. Checking the acceptance box, creating an account, or completing an electronic transaction is intended to constitute electronic acceptance of the applicable agreement. Edu2Fam may retain the date, time, and version of the Terms accepted. You are responsible for maintaining a current email address.

24. CHANGES TO THESE TERMS

Edu2Fam may update these Terms from time to time. Updated Terms will identify the effective or last-updated date. For material changes, Edu2Fam will provide notice as required by applicable law, which may include email, in-account notice, or a prominent Platform notice. If affirmative consent is legally required, Edu2Fam will obtain it as required. Acceptance records may identify the version of Terms accepted by a User.

25. FORCE MAJEURE

Edu2Fam is not liable for delay or failure caused by events beyond its reasonable control, including natural disasters, governmental actions, labor disputes, internet or telecommunications failures, cloud-service outages, cyber incidents not caused by Edu2Fam's failure to meet applicable legal duties, or widespread infrastructure disruptions.

26. SEVERABILITY; WAIVER; ASSIGNMENT

If any provision is held invalid or unenforceable, it will be enforced to the maximum extent permitted and remaining provisions will remain in effect, except where applicable law requires otherwise. Failure to enforce a provision is not a waiver. Users may not assign accounts or rights under these Terms without Edu2Fam's written consent. Edu2Fam may assign these Terms in connection with a merger, acquisition, reorganization, financing, sale of assets, or operation of law, subject to applicable law.

27. ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

These Terms, together with the Privacy Policy, Cancellation & Refund Policy, and additional terms expressly presented for a specific feature or purchase, constitute the agreement governing use of the Platform. Mandatory law controls in the event of a conflict. Purchase-specific disclosures presented at checkout control over general provisions concerning that purchase.

28. CONTACT INFORMATION

Edu2Fam is operated by Educators 2 Families LLC. Support, account, legal notice, and Terms questions: support@edu2fam.com
Website: www.edu2fam.com Before launch, Edu2Fam should confirm that the published email address is active, monitored, and capable of receiving the communications described in these Terms.

DOCUMENT NOTE

This document is a business Terms of Use draft revised to reflect the Edu2Fam launch configuration described as of September 28, 2026. Laws, billing requirements, and Platform practices can change. Enforceability of arbitration, liability limitations, background-screening disclosures, consumer subscription terms, and other provisions depends on implementation and facts. Review by a New York attorney before public launch is recommended. The live /terms page should match the current operative Terms and should not continue displaying a materially outdated version once these Terms become effective.