

PRELIMINARY INFORMATION

AirLessons is an innovative online platform that connects aviation professionals with students and enthusiasts. We offer our members the opportunity to connect with each other to provide or receive tutoring (online or in-person private lessons) in exchange for a fee. Our mission is to create the ultimate online platform that connects users, students, and instructors, providing access to personalized and high-quality aviation lessons. AirLessons verifies professionals' profiles based on the information they provide, but is in no way responsible for the quality of the final product (the lesson), as it merely acts as an intermediary between the end user and the professional.

USERS

Our users must cumulatively meet the following minimum requirements: be at least 18 years old, have an AirLessons account with a valid email, and have English language proficiency.

THE PLATFORM IS INTENDED FOR

PROFESSIONALS: A professional is anyone who uses the online intermediation services to offer goods or services to consumers for purposes related to their commercial, entrepreneurial, artisanal, or professional activity. The platform offers such professionals a virtual space to operate.

END USERS: An end user is a private individual who uses the goods and/or services offered by professionals through the platform.

TERMS OF SERVICE AND GENERAL CONDITIONS OF USE

GENERAL TERMS

These terms and conditions include links to ensure clarity, transparency, and easy access to useful and important information.

We encourage you to carefully read these Terms of Use and Service Conditions before accessing the platform, as they govern the binding relationship between users and the platform. Accessing and using these services constitutes full acceptance of the Terms and Conditions, which are also considered accepted when notified of any future updates.

ELECTRONIC COMMUNICATIONS

We may communicate with you in various ways, such as via email, phone, in-app notifications, or by posting messages and notices on the website.

Unless otherwise required by applicable law, you agree that all contracts, notices, disclosures, and other communications provided electronically fulfill the legal requirement of written communication.

WHAT ALL USERS SHOULD KNOW

HOW TO BECOME A PLATFORM USER

To create an account, you must provide a valid email (not temporary or fake) and choose a unique username and password. Only one account per user is allowed unless the original account is compromised or blocked; in that case, you may create a new one.

You are responsible for maintaining the confidentiality of your credentials and for all activities conducted through your account. You agree to notify us immediately in case of suspicious or unauthorized use.

Make sure your provided information is accurate and up-to-date. You can manage it in the "Personal Account" section. Please read our privacy policy.

Users must not act illegally, deceptively, fraudulently, or for unauthorized or unlawful purposes.

Verification and Security Actions:

At registration and during the use of our services, we may ask you to verify your account information (e.g., phone number, email, payment method), provide additional data, correct errors, or answer security questions.

This is to confirm your identity and the legitimacy of your activities on the Site. If the information is inaccurate, incomplete, or you fail to cooperate, we reserve the right to take action, including account suspension.

Account Limitations:

We reserve the right to close your account or restrict access if you violate current laws, these Terms of Use, the Service Terms, or our policies. For example, we may close your account or limit your access if illegal acts are committed or if required by law or competent authorities.

You will receive a prior notice of account closure or access restriction unless the violation is severe or if providing notice would violate the law, expose us to liability, harm other users, or compromise our services.

In any case, we will notify you in writing of the closure or restriction and include information about your right to dispute the decision.

You may terminate your account at any time and for any reason by accessing the "Personal Account" page and selecting "Close your account."

RELATIONSHIP BETWEEN PLATFORM AND END USER

The platform solely facilitates transactions and is not a party to the sales contract of goods or services provided by professionals to the end user. Thus, it remains external to this contract, which exists solely between the consumer and the professional. Therefore, we assume no responsibility for the above contract or its correct execution.

Furthermore, the platform does not act as a seller's agent or business intermediary. The professional is solely responsible for service delivery and dispute management. Consumer rights apply in relationships between professionals and private users.

RELATIONSHIP BETWEEN PROFESSIONAL AND END USER

Payments are made after selecting the instructor/lesson type/time via our payment provider "Stripe" and are governed by both our and Stripe's terms and conditions. Payment must be made prior to the lesson, otherwise the booking will be canceled.

Lesson is defined as the total booking period. As an example for avoidance of doubts, if the booking is from 10:00 to 14:00 the lesson is considered as 1 (one) starting from 10:00 with 4h duration. In case of no-show and cancellations, the whole period is considered as no-show, and/or cancelled (4h period).

Cancellation Policy for End Users:

Timeframe	Policy
From payment until 24h before the lesson	Free cancellation or one-time rescheduling

From 24h before to 4h before lesson / after one rescheduling	50% refund
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No-show (from 3h59 before to 15 mins after lesson start)	No refund
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After the lesson, the user will be asked to leave a review of the professional.

Cancellation Policy for Professionals:

Situation	Policy
Cancellation at least 4h before lesson	Full refund to user
Rescheduling request at least 4h before lesson	Allowed with user's consent
First no-show	Credit to student – 1 warning issued
Second no-show	Credit to student – Profile suspended (can appeal via support)

RELATIONSHIP BETWEEN PLATFORM AND PROFESSIONAL

This platform merely provides a virtual space to facilitate interaction between professionals and users. Professionals declare and warrant that they are responsible for all their content, ensuring it is objective, accurate, complete, and detailed, and that they have all necessary rights and licenses.

Professionals are solely responsible for the sale of products and/or service provision and for managing disputes with users.

The platform is not liable for copyright violations, tax obligations, or reporting duties that may arise from the professional's activities on the platform.

Invoicing and tax liability of instructors

AirLessons provides teachers registered on the platform with a tool for automatically generating draft invoices for lessons provided. These drafts are for informational and illustrative purposes only and do not constitute valid tax documentation. It is the sole responsibility of the teacher to issue the correct tax invoice in accordance with the tax regulations in force in their country of residence or activity.

AirLessons declines all legal, fiscal or accounting responsibility arising from the use of automatically generated drafts.

OUR LIABILITY

We will do our best to ensure uninterrupted access to services and error-free transmissions. However, we cannot guarantee continuous, uninterrupted, or flawless service. Access may occasionally be suspended for maintenance or updates.

We will try to inform you of scheduled outages, plan them outside peak hours, and limit them to reasonable durations consistent with industry standards.

We are not responsible for delays or failure to fulfill obligations due to force majeure or unforeseen circumstances.

We are also not liable for offensive, inappropriate, illegal, or objectionable content posted by users or for events beyond our reasonable control.

Legal provisions in some countries may restrict liability limitations. If such laws apply, you may be entitled to additional rights. Nothing in this section excludes liability for death, personal injury, or damages caused by gross negligence or intentional misconduct.

DISPUTE RESOLUTION

These Terms are governed by and interpreted under Italian law. If you are a consumer, you may bring a claim before the court of your place of residence in the EU. You may also choose mediation through recognized bodies like ADR Center (<https://adrcenter.it>) or Camera di Mediazione Nazionale (<https://cameradimediazionenazionale.it>).

If you are a professional, disputes must be resolved under Italian law in the courts of Palermo, Italy.

To report a dispute, email: complaints@airlessons.net

TECHNICAL ISSUES – ACCOUNT/SITE SUPPORT

For issues with your account or the platform, contact: support@airlessons.net, describing the problem and including a phone number.

FEEDBACK POLICY

Users may leave reviews and ratings at the end of each lesson. Feedback must be honest, respectful, and relevant to the content of the session. AirLessons reserves the right to remove, edit, or hide reviews that are considered defamatory, false, offensive, or contrary to the values of the platform.

In the case of very negative or unusual reviews, we may contact the user to request further information in order to verify the situation, while respecting the privacy and rights of all parties involved.

LIABILITY FOR DEFAMATORY CONTENT OR PLATFORM

VIOLATIONS

Users — whether students or instructors — are solely responsible for any content, statements, reviews, or behavior that violates the law or the principles of AirLessons, including but not limited to defamation, harassment, discrimination, or inappropriate conduct.

AirLessons reserves the right to suspend or terminate any account in the event of misconduct or legal violations, and may report serious offenses to the appropriate authorities.

TERMS FOR BECOMING PARTNER INSTRUCTOR

AirLessons may grant the status of Partner Instructor to those who meet the following minimum requirements:

- Completion of profile verification with valid professional credentials;
- A minimum number of completed lessons with consistently high ratings;
- Ongoing activity and engagement on the platform;
- Professional conduct and effective communication with students.

The final decision on granting or revoking Partner Instructor status rests solely with the AirLessons team.

FALSE INFORMATIONS, DUPLICATE OR FAKE ACCOUNTS

Providing false or misleading information, creating duplicate or impersonated accounts, or attempting to bypass verification procedures is strictly prohibited.

Such actions may result in the immediate suspension or deletion of the account, without the right to refunds or data transfer.

COPYRIGHT AND DATABASE RIGHTS

All content available through the platform—texts, graphics, logos, icons, images, audio, downloads, data collections, and software—is the property of AirLessons by Nicolas Semenzi or its content providers and protected under Italian and international copyright and database rights.

No part of the services may be systematically extracted or reused without express written consent. Using data mining, robots, or similar tools without consent is prohibited. You may not create or publish a database that reproduces substantial parts of the services.

TRADEMARKS AND LOGOS

Graphics, logos, page headers, icons, fonts, and service marks on the platform are the property of AirLessons by Nicolas Semenzi and cannot be used in a way that confuses users or discredits the platform.

LICENSE TO ACCESS SERVICES

Subject to compliance with these Terms, AirLessons by Nicolas Semenzi or its content providers grant you a limited, non-exclusive, non-transferable, non-sublicensable license to access and use the services for personal, non-commercial purposes only.

This license does not permit resale, commercial use, collection of listings or prices, derivative use, data scraping, or copying of account data.

Framing, meta tags, or any use of proprietary content is strictly prohibited without prior written consent.

Improper use of the Services will result in immediate license termination.

REVIEWS, COMMENTS, COMMUNICATIONS, AND OTHER CONTENT

You may post reviews, suggestions, and other content, provided it is not illegal, offensive, or inappropriate. Prohibited content includes obscenity, threats, defamation, privacy violations, intellectual property infringement, discrimination, spam, or political/unsolicited advertising.

You may not use fake emails, impersonate others, or misrepresent content origins.

We reserve the right to remove or edit content that violates these terms.

To report a violation, email: reports@airlessons.net

LICENSE FOR USER-GENERATED CONTENT (PROFESSIONALS ONLY)

By posting or submitting content (e.g., text, images, videos, audio), you grant the platform a free, non-exclusive, transferable, sublicensable license to use, reproduce, modify, publish, translate, and display such content with attribution. This does not affect your copyright ownership.

You may remove or limit content visibility via your account settings.