

## TERMS & CONDITIONS ACTIVE DUTCH



By registering for a course with **Active Dutch** you agree to abide by the following terms and conditions:

### 1. PAYMENT

1.1 Payment of the course must be made in full **two weeks before the start of the course**. If the payment is not made before the course starts you risk losing your place on the course.

1.2 It is not possible to pay the course fee in instalments or to only pay part of the fee.

1.3 It is not possible to pay for the course with a DUO loan.

1.4 If your company is paying we can also invoice them directly. Full payment must still be made before the course begins.

1.5 **Active Dutch** is exempt of VAT.

### 2. REIMBURSEMENT AND CANCELLATION FOR GROUP COURSES

2.1 A group course runs based on the number of students, so if you cancel after the course has started there will be no refund.

2.2 A student may cancel the course with immediate effect by **written notice to Active Dutch up to 14 days** before the start of the course. Until two weeks no payment is due to **Active Dutch**. If you cancel the course within two weeks before the start of the course, you will have to pay 50% of the course fee.

2.3 The student's inability to attend a class (or the entire course) is at risk of the student and **Active Dutch** shall have no obligation to refund any (part of) the course fee or offer a substitute course.

2.4 **Active Dutch** reserves the right to cancel a course if there are not enough participants. In this case your full course fee will be refunded.

2.5 Lessons or courses cancelled to "force majeure" will be rescheduled or refunded.

### 3. REIMBURSEMENT AND CANCELLATION FOR PRIVATE LESSONS AND ONLINE LESSONS

3.1 Private lessons and online lessons must be cancelled at least **48 hours** in advance, otherwise they will be charged.

3.2 Lessons or courses cancelled to "force majeure" will be rescheduled or refunded.

## 4. MATERIALS

4.1 All materials provided by **Active Dutch** (excluding the course books) are not to be copied, shared or given away to any third party.

## 5. COMPLAINTS

5.1 Customer satisfaction and providing students with quality courses is central to **Active Dutch**. Right from the start we engage with our students and assess their levels and the suitability of the courses they wish to attend. During the course students are encouraged to give feedback to gauge their ongoing satisfaction and progress.

If there is a problem the quickest way of solving this is to talk to your teacher. However, in the unlikely event of a complaint send an email to Anouk van der Linde, the owner of **Active Dutch**. We will send you a confirmation of receipt including the target date for **Active Dutch** to handle your complaint.

## 6. Advertising

6.1 **Active Dutch** reserves the right to take photos of students taking part in language courses at **Active Dutch** for promotional purposes. Students will always be asked for permission beforehand.

## 7. Liability

7.1 **Active Dutch** is not liable for any damage to persons and/or property, or for the loss of personal property that may in any way be associated with activities organized by **Active Dutch**, regardless of the cause of the damage or loss.

