

General Conditions for Language Training

General

Each lesson has a duration of 45 minutes. As a matter of principle, the foreign language classes are taught only by carefully chosen, highly experienced language trainers who are native speakers with a perfect proficiency of the respective foreign language.

As a rule, one teacher will remain responsible for the entire duration of the planned class. However, a situation may arise in which a change of personnel becomes necessary, in particular in cases of sickness or in cases where the student(s) choose a varying schedule for their lessons. A change of personnel does not imply the right to cancel the contract.

A cancellation of the training contract is only allowed for important reasons and must be given in writing. The respective terms of notice must be observed.

If, for any given reason, a lesson cannot take place, we shall endeavour to replace it or to prolong the agreed length of the programme. If this proves to be impossible, the student is entitled to a reimbursement of the lesson omitted. It is agreed that no further claims will be permitted.

The lessons booked must be paid in advance.

Individual lessons

If, for any reason, a student is obliged to cancel an agreed lesson, he must do so by 12.00 noon of the previous day so that the respective language teacher can be informed in time. If the student fails to cancel his lesson in time, he must pay the full amount.

Cancellation of the training agreement is possible with 30 days' notice at the end of each month, and the student shall be entitled to a reimbursement of any remaining credit balance. Payments for training materials and registration fees shall not be reimbursed.

Group lessons

In order to ensure an optimized learning environment, a student may at any time be placed in a different learning group at the teacher's discretion. Lessons agreed upon but not taken must be paid for in all cases since the price calculation is based on the number of students per class which mustn't be jeopardized.

Cancellation of the training agreement is possible with 30 days' notice at the end of each month, and the student shall be entitled to a reimbursement of any remaining credit balance. Payments for training materials and registration fees shall not be reimbursed.

Company training courses

For our corporate customers, we offer a framework agreement defining the expected number of foreign language lessons required in one year's time. The higher the volume of lessons taken, the lower the price for the lessons will be.

If, for any reason, an individual student or a learning group is obliged to cancel the agreed lesson, he/she must do so by 12.00 noon of the previous day so that the respective language teacher can be informed in time. If the student/the learning group fails to cancel his/her lesson in time, the full amount for the respective lesson falls due nonetheless. Company courses may be cancelled with 30 days' notice at the end of each month. The company shall be entitled to a reimbursement of any remaining credit balance. Payments for training materials and registration fees shall not be reimbursed.

Language courses abroad

In addition to the General Conditions for Language Training in hand, our General Conditions for Travel apply to our special programmes, i.e. crash courses, individual lessons and language courses in foreign countries if, in addition to the mere lessons, supplementary travel services such as hotel, host family, air or bus travel are employed. Furthermore, we herewith point out that the cost of language lessons abroad contractually agreed upon shall not be recoverable.