

GENERAL TERMS AND CONDITIONS – TAALHUIS AMSTERDAM

Privacy statement

All information provided to Taalhuis Amsterdam will remain confidential and will be dealt with with the utmost care. The collected data will not be provided to third parties.

Requesting non-binding information

By requesting information about a class, you only demonstrate your interest in this class. No obligations or rights can be derived from our response to your enquiries. We cannot guarantee a spot in a certain course. These general terms and conditions apply after final enrolment for a course has been processed.

Enrolling for a course

Upon receipt of the enrolment form or a written confirmation by e-mail, an enrolment for a group course or private lesson is completed and the student agrees with these terms and conditions.

Duration of the agreement

Following enrolment, the agreement with the student is valid until the end of the course for which he/she has enrolled.

Cancellation of a course

Taalhuis Amsterdam may decide to cancel a group course due to insufficient enrolments. In that case, the enrolled student(s) will no later than one week before the start of the course be notified hereof, and the full tuition fee will be refunded. In this case Taalhuis Amsterdam could suggest offering the course as a private course.

Cancelled classes

Scheduled lessons of group courses that, for whatever reason, are cancelled by Taalhuis Amsterdam, will be rescheduled at the end of the course. Students should therefore be aware that the end date of a course might be extended.

Absence

If the student is prevented from taking part in a scheduled private lesson, he/she must report his/her absence by email to the teacher at the latest 2 business days before the start of the lesson. If this notification is sent less than 2 business days before the start of the lesson, this lesson will be invoiced in full.

We ask our students to notify us of their absence during a group lesson by email prior to the start of the class.

Missed lessons

Missed group lessons cannot be rescheduled. However, at the discretion of Taalhuis Amsterdam and dependent on availability, a missed class can be followed in another

group. Each student must ensure that he/she completes the assigned homework and keeps up with the level of the group. He/she can book an extra private lesson to compensate for the missed class.

Method of payment

An invoice will be sent upon successful enrolment. The following account details and the reference number as stated on the invoice should be used to pay by bank transfer:

Account holder: Taalhuis Amsterdam

IBAN number: NL82TRIO0197853730

The invoice period is 14 business days after receipt of the invoice. Cash payments are not accepted.

Lesson fees

Lesson and course fees are published on www.taalhuisamsterdam.nl. Students and unemployed individuals are entitled to a discount. There will be no deviations from these fees unless otherwise agreed. Quoted fees are free of VAT, and exclusive of books or other class material, unless otherwise communicated. Other services, such as translation services and business language training are exclusive of 21% VAT.

Amendment of fees

Fees are subject to change without notice. If a fee change occurs within three months of the execution of an agreement but before the start of the course, it will not affect the agreed upon fee.

Refund of tuition fee

Upon enrolment, the student is obliged to pay the tuition fee for the full course. Refund of the tuition fees will take place if the student revokes his/her enrolment at least two weeks before the start of the course. If enrolment is requested within two weeks before the start of the course, the student may send a written request for reimbursement to info@taalhuisamsterdam.nl with statement of the reasons thereof. In case of refund, EUR 50 of administrative fees will be deducted.

After the start of the course, the student will not have any right to reimbursement of the fees with respect to the remaining lessons.

Guarantee and complaints procedure

Taalhuis Amsterdam guarantees that lessons that are paid for are actually provided to its students. Taalhuis Amsterdam in addition guarantees the quality and reliability of the courses and strives to continuously optimize this quality and reliability.

Any complaints may be submitted in writing and will be responded to in writing at all times. The nature of the complaint must be clearly described. A complaint can never be submitted anonymously.

When handling complaints lodged in writing, full confidentiality is ensured.

We will respond to a written complaint within four weeks. Receipt of a complaint will be confirmed.

Liability

Taalhuis Amsterdam 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 Taalhuis Amsterdam, regardless of the cause of the damage or loss.