



## **General Terms and Conditions**

1. Payment at point of registration: with (online) bank transfer. Places cannot be reserved without payment.
2. If your employer is paying your course fee, we can send an invoice directly to them. You must provide us with written permission from your employer and provide the correct invoicing address and details. If you do not have written permission on you when you want to register online, then you may pay the registration fee yourself (online bank transfer) and we will provide you with a receipt, which you can give to your employer who can then reimburse you directly.
3. Cancellation: after signing the registration form and making payment a place is reserved for you on the appropriate course. Cancellation is no longer possible, even if you do not attend the lessons. This also applies to students who, for whatever reason, are only in the Netherlands on a temporary basis. Cancellation for other commitments, even if these were not known at the time of registration, is not possible.
4. In the case of long-term illness or other reasons mentioned under point 3 it is possible to receive a credit note for a same priced course in one of the 3 next terms as long as you inform us at least one week in advance. In agreement with the teacher it is also possible to let somebody else participate in a same priced course instead of the registered student.
5. Changing class is only possible within the first two weeks (lessons) after the start of the course, provided there is place in the group that the student wishes to move to and only after consultation with the teacher.
6. It is possible to transfer the registration of a language course to a same priced course in one of the 3 next terms as long as you inform us at least one week in advance and provided there is place in the group.
7. All administrative questions should be directed to the Dutch & Such office in writing (either letter or email).
8. Dutch & Such reserves the right to cancel courses in the rare case there are not enough participants. We will do our best to provide a suitable alternative in another group. If these alternatives are not agreeable the total course fee will be refunded within 10 days.
9. Dutch & Such is not able to assist in arranging visas or accommodation.
10. Private courses booked with Dutch & Such are valid for one year starting on the date of the invoice. A private language course should be taken within that one-year period. Unless the period of the course is longer than one year, in which case a two-year period applies.