

## Dutch & Such B.V.

### General Terms and Conditions

(version 25 June 2023)

1. Payment at the point of registration (before the start of the course): with (online) bank transfer or in cash. Places on a course cannot be reserved without full payment or an advance payment. We work on a first come first serve basis. As soon as your payment is in, your place on the course is secured. If the course is oversubscribed, and your payment is not yet in, you will not have a place on that course. In this case, you will receive a refund.

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.

3a. Cancellation policy for a group course:

After signing the registration form and making your payment, a place is reserved for you on the given course.

- If you cancel participation more than one month before the start of the language course you will receive a 100% refund.
- If you cancel participation less than one month before the start of the language course you will receive a 50% refund.
- If you cancel participation one week (or less) before the start of the language course you will not receive a refund.

After the start of the 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, given these were not known at the time of registration, is not possible.

3b. Cancellation policy for a private lesson:

A minimum of 24 hours notice is required. If you need to cancel an appointment for a Monday morning you need to cancel before the weekend.

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 director, it is also possible to let somebody else participate in a same-priced course instead of the registered student.

5. Changing the level of the course is only possible within the first two weeks (2 lessons) after the start of the course, provided there is a place in the group that the student wishes to move to and only after consultation with the director.
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 a place in the group.
7. All administrative questions should be directed to the director of Dutch & Such B.V. (Nick Walker) in an email.
8. Dutch & Such B.V. reserves the right to cancel courses in the rare case there are not enough participants. If the teacher is ill, a substitute will be provided. If a substitute cannot be found, an alternative date will be suggested to make up for the lost lesson. If that does not work, we will provide a suitable alternative for another group. If these alternatives are not agreeable, the remaining course fee will be refunded. If the course does not go ahead due to a lack of applications then the total course fee will be refunded within 10 days.
9. Dutch & Such B.V. is not able to assist in arranging visas or accommodation.
10. Private courses booked with Dutch & Such B.V. 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. Private sessions cannot be booked for weekends or evenings (after 18:00).
11. All information that is shared by the student during a language course with Dutch & Such B.V. will be treated with strict confidentiality. That includes information about the student's employer, the student's colleagues, or the company itself.

12. Notice period of 14 days:

From the moment you have registered on the website for a language course with Dutch & Such B.V., you have up to 14 days to change your mind about your purchase. After the 14-day notice period, you are obliged to pay the whole amount. If you are within the 14-day notice period, you are not obliged to pay.

13. Copyright Dutch & Such B.V.:

Dutch & Such B.V. holds the copyright on all handouts, worksheets, vocabulary lists and cheat sheets that are handed out in class. This includes any pdf downloads that are available on the website. As well as any sheets or board notes that are shared as homework by email in pdf or doc-files.

If you have any questions, please send your email to the director Mr Nick Walker.