

GENERAL TERMS AND CONDITIONS OF BUSINESS

1. Registration, contracting party and minimum age

To register, use the form supplied. On confirmation of the registration, the course participant will be provided with payment details. You then have the right to cancel within seven days of our contract with you. If you cancel your enrolment you will have all payments made returned. On payment of the minimum payment valid at the time, a contract shall be deemed to have been concluded, and the registration shall be binding. The course participant shall be deemed to be a contracting party, with the course organisers, as specified in the confirmation of registration, provided he or she is 18 years old or more. In the case of course participants who have not reached the age of 18, the contracting party shall be deemed to be the parent or guardian of the course participant. The registration application must be signed by this person, who must also give his or her exact address. This shall also apply when the age of consent is not 18 years in the country where the language course is taking place, or in which the course participant or his or her parent or guardian is resident. The course participant shall be defined as the person who takes part, or intends to take part, in the course that is the object of this contract.

2. Information provided

The contracting party hereby expressly confirms that the information provided at the request of the course organisers for the course shall correspond to the truth, and accepts that he or she may be expelled from the course at any time should said information prove to be a misrepresentation (e.g. knowledge or experience specified as a pre-requisite). In such an event the course fees shall not be refunded in any way, not even on a pro-rata basis. Potential participants who are unsure whether the course they wish to apply for is suitable for them should consult the course organisers.

3. Terms and conditions of payment

Course fees and any other fees shall be payable in full six weeks before commencement of the course. The course organisers may specify a deposit to be paid on or immediately after registration for a course. Payment shall be due immediately in cases where registration is made less than six weeks prior to the start of the course. The fees shall be deemed as effectively paid only once they have been paid into the account specified by the organisers.

4. Delay in payment

Should payment not be effected by the aforementioned date, the contracting party shall be deemed to be in default. In such an event the course organisers shall not be obliged to admit the course participant to the language course. The existence of a claim on the part of the course organisers shall remain unaffected by the above.

5. Change of course

If the course participant requests a change of course date, course type or type of accommodation after your initial enrolment has been confirmed, the course organisers will endeavour to fulfill this request. However, it cannot be guaranteed that the request can be fulfilled, and costs may be incurred as a result of the change (e.g. for accommodation) which the course organisers will have to pass on to the course participant.

6. Passport and visa requirements

Many countries have passport and visa requirements. Please inform yourself about such regulations and take the necessary measures. Non-attendance as a result of not obtaining the necessary visas or similar requirements may lead to loss of the course fees (see "Non-attendance or withdrawal").

7. Obligations of the course participant

The course participant shall be responsible for choosing a course that corresponds to his or her abilities. The course participant undertakes to attend the course personally, to arrive punctually and to take part in lessons and connected activities. Should the irregular attendance or other behaviour of the participant lead to a disturbance of the course for other participants, the course organisers reserve the right to expel the participant from the course. In such an event the course fees shall not be refunded in any way, not even on a pro-rata basis.

8. Withdrawal prior to the start of the course

The contracting party may send written notification of withdrawal prior to the start of the course, without any statement of reasons. If such written notification is received by the course organisers by the date specified in the official confirmation of acceptance, all payments already made in connection with the present contract shall be refunded to the contracting party. If written notification is received by the course organisers after that date, but not later than 14 days before the commencement of the course, tuition fees, but not fees relating to accommodation or other third-party costs, for weeks beyond the first week of a course will be refunded (i.e. for a one-week course there will be no refund). Cancellations received later than 14 days before the commencement of the course will not be subject to a refund. The reimbursements will be made within 4 weeks after reception of the withdrawal.

9. Non-attendance or withdrawal from the language course

Should the course participant fail to show up for the course or withdraw from the course, he or she shall not be entitled to claim any reimbursement.

10. Incomplete participation in lessons

Should the course participant not take part in all of the lessons or activities that make up the subject matter of the course, he or she shall not be entitled to claim any reimbursement of payments already effected.

11. Complaints and liability

The course participant shall make any complaints without delay to the course organisers (any complaint concerning services provided by a third party should be addressed to the third party). If the course organisers are not able to remedy the situation within a reasonable period, the course participant may take steps to remedy the situation him or herself, and the course organisers shall refund the cost, against receipts, in so far as legal and contractual liability requires. This procedure does not restrict the participant's right to pursue other legal remedies. Any requests for refund shall be made by registered letter to the course organisers within four weeks of the agreed termination of the course. After this period, the course participant shall have no claim of any kind. The course organisers exclude liability for loss due to illness, accident or injury, except in the case of intentional or gross negligence by the course organisers. The course organisers shall not be liable in the case of poor or non-performance of services provided by a third party. The course organisers exclude liability for loss of valuables or cash or loss and damage to personal effects, etc. except in the case of intentional or gross negligence by the course organisers.

12. Insurance

The course organisers strongly recommend that you take out appropriate insurance that will:

- reduce or eliminate losses resulting from non-attendance or withdrawal from the course,
- provide cover for standard holiday risks such as theft of possessions, sickness, etc.

The course participant must also ensure that he or she has suitable health cover for the duration of the course.

13. Minimum number of participants

Where the minimum number of 6 participants required for each course has not been reached by the date specified in the confirmation of registration, the course organisers shall inform the contractual partner within two weeks of that date. Where the course organisers are unable to offer the contractual partner an alternative course, any fees paid will be reimbursed within four weeks of the above date. The contractual partner shall not be entitled to make any claims for having been inconvenienced or for other damages.

14. Changes to prices, dates or programmes

Provided that no confirmation of registration has been issued, the course organisers shall have the right at any time to change the dates and prices published in the course schedule, on the Internet or elsewhere. On conclusion of the contract, the course organisers may amend the published programme of services, provided such amendments are unavoidable and negligible, are made in good faith and do not affect the overall style of the course. If material changes are made to key services, the contracting party shall have the right to withdraw from the contract or to request to join a different course available from the course organisers. The course organisers shall immediately notify the contracting party of any such amendment. The contracting party must exercise his or her rights immediately after receipt of such notification.

15. Data protection

We only record your personal data if you request information, ask for an offer, or book a course. The information received shall remain with the course organisers and is generally not made available to third parties or other organizations. Your information is passed on to:

- book you accommodation.
- book a course or a service on your behalf.
- comply with statutory regulations.

16. Consumer protection

By accepting these General Terms and Conditions, the contractual partner shall retain the right to instigate further legal steps, subject to these being available under the law applying to the place of residence of the contractual partner or at the location of the course. This right shall not be limited by compensation offered by the course organisers or a partner organisation in connection with a dispute.

17. Contracting parties/guarantee

The contract is concluded between the contracting party as defined in and the course organisers.

18. Applicable law, jurisdiction

English law shall be exclusively applicable to the present contract. England is stipulated as the place of jurisdiction. The above General Terms and Conditions shall in no way restrict the general applicable rights of the contractual partner.