

General Terms and Conditions Apeldoorns Talencentrum.

This document has been filed with the Chamber of Commerce under number 08076870

Below are the General Terms and Conditions of the Apeldoorn Language Centre. They cover all language courses listed on the website or in a brochure. The conditions also apply to all activities of the Apeldoorn Language Centre that are not mentioned in the brochure or on the website. By registering via the website or via the registration form, you agree to the General Terms and Conditions. After this, we always refer to our activities as a course, lesson or training.

Article 1. Registration/registration

Registration is done via the website of the Apeldoorn Language Centre. In exceptional cases (late registration), a telephone call or registration by e-mail will be accepted.

1. Registration takes place immediately after registration via the website. You have a standard cooling-off period of 14 days. This applies, until the deadline of the start of the course, passes.
2. Tenders shall be processed in order of arrival.
3. The courses will only take place when there is sufficient participation.
4. Registration does not guarantee placement. See Art. 2.
5. Registration is valid for the entire course/lesson period.
6. When extending a course, a new filled-in registration form is required.
7. Registration also implies that you agree with the terms and conditions of the Apeldoorn Language Centre.

Article 2. Placement

Everyone who can be placed will receive an invitation to the course. This invitation is also a confirmation of placement.

1. After the invitation you are obliged to pay the course fee.
2. Anyone who cannot be placed will be notified. If necessary, it is agreed that a course will still take place later.
3. The Apeldoorn Language Centre reserves the right to reduce the lesson times in proportion to the number of students for less than the minimum number of students.
4. If less than the minimum number of students has registered, the course fee can be increased as an alternative. For an increase in the course fee, a quote is always made in advance. Students have the right to refuse this increase, the alternative is to reduce the number of teaching hours in proportion.

Article 3. Interim placement

1. Interim placement is possible in consultation. You then pay for the proportional number of lessons.
2. If you are placed within the first three lessons, you will pay the full course fee.
3. Taking a lesson on a trial basis is not permitted. Anyone who registers for a lesson without a written or telephone invitation must pay the full course fee to an employee of the Apeldoorn Language Centre before he/she gets access to the lesson.

Article 4. Cancellation/interim termination

1. Cancellation or interim termination of a course by a student must always be communicated in writing to the course administration.
2. Cancellation is only free of charge before receipt of the invitation for the first lesson. In case of cancellation after receipt of the invitation or in case of interim termination, you must pay the full course fee.
3. If you have not received an invitation after registration and you have been invited by telephone, you must pay the full course fee in case of a cancellation after the first lesson.
4. In exceptional cases, a refund of the tuition fee is possible. You must provide supporting documents for this. In exceptional cases, you pay a ratio of € 15.00 administration costs. The management of the Apeldoorn Language Centre decides on a case-by-case basis in exceptional situations.
5. In case of cancellation of a course due to insufficient participants or in all other cases a course does not take place, the Apeldoorn Language Center will refund the fee which has already been paid by you upon registration.
6. Refund for cancellation of a course will be made a maximum of 6 weeks after the intended start date.

Article 5. Cancellation of course meetings

1. Cancellation of lessons does not entitle you to a discount or refund of tuition fees.
2. The Apeldoorn Language Centre ensures that you can follow the number of lessons stated in the brochure or on the website. If the maximum of 3 consecutive lessons is exceeded, the Apeldoorn Language Centre will provide a competent replacement teacher. If replacement is not possible, the course fee will be refunded proportionally.
3. Amounts under € 25.00 will not be refunded.

Article 6. Course Fees

The course fees are stated on the website of the Apeldoorn Language Centre and/or in the brochure accompanying the relevant lessons/courses. The fees mentioned do **not** include teaching materials. These teaching materials may vary per course. Course fees can be changed in the meantime.

Article 7. Payment of course fees

1. By registering via the website, you agree to the terms and conditions of the Apeldoorn Language Centre. Near the start of the course, you will receive the invoice and an invitation containing a statement of the course material which needs to be ordered by you. Payment of the course fee must be made before the start of the course. Payments can be made by bank transfer to account number NL29 RABO 0111 0462 97, stating your name and invoice number.
2. In exceptional cases, you can pay in 2 installments. The management decides on this on a case-by-case basis after a written request.
3. Cash payment is possible during the open days or prior to the first lesson in case of late registration. In case of an interim inflow, the course fee will be paid in cash after the first lesson or transferred electronically prior to the lesson.

Article 8. Change of personal data

You must report any change to your personal details (or of the student or person liable for payment) to the administration as soon as possible in writing or by e-mail.

Article 9. Right of the Apeldoorn Language Centre

1. The management may decide to deny a student access to the lessons, for example due to late payment or misconduct. The obligation to pay the course fee then still remains. In the event of serious misconduct, the police will always be called in.
2. Special circumstances may lead to changes in the information stated in the brochure (such as times and prices). The management reserves the right to deviate from the information provided. No rights can therefore be derived from the information stated in the brochure and/or website.
3. In cases not provided for in these General Terms and Conditions, the management decides.

Article 10. Complaints procedure

1. If you have a complaint or problem, you can report it to us via info@apeldoornstalencentrum.nl. Please mention your name and address details, telephone number and of course the nature and content of the complaint.
2. The Apeldoorn Language Centre will respond within 5 days by sending you an acknowledgement of receipt and contacting you, so that you can explain the complaint. Complaints are handled confidentially and with the utmost care.
3. We will do our utmost to jointly reach a solution of the complaint or problem acceptable to each party. This proposal on the merits of the complaint and any proposal to deal with the complaint, will be communicated with reasons to the complainant (and the accused) in writing and within 14 days.
4. Agreements and measures on a solution/arrangement will be implemented within 5 days upon acceptance by the complainant.
5. If the complainant does not agree with the proposal, the Apeldoorn Language Centre will propose that you submit the complaint to an independent third party, Mrs M.L.C. Suurd-van Gasselt. Then the complainant is also informed on the extended complaint handling and the expected duration of the handling time.
6. The decision of the independent third party shall be binding.
7. Complaints are registered and stored for 5 years.

Article 11. Liability

The Apeldoorn Language Centre accepts no responsibility for costs incurred by the students due to injury, accident, theft or destruction during the lessons. Exceptions are those cases in which a legal liability of the Apeldoorn Language Centre is established.

Article 12. Privacy

The Apeldoorn Language Centre treats your data with the utmost care. Your data will only be used for your own database and will never be given or sold to third parties. At your request, the Apeldoorn Language Centre will delete your data from the database. See also our Privacy Statement on the website.

Article 13. Disclaimer website

Information on the website: www.apeldoornstalencentrum.nl, is intended as general information only. No rights can be derived from the information on this website. By visiting this website and/or using the information offered on or via this website, you agree to the applicability of this disclaimer (and our cookie policy).

In case of conflict between the conditions of specific products and services ordered through this website and this disclaimer, the conditions of these products and services prevail.

Acquisition, in any form, is not appreciated.

This website and the General Terms and Conditions (disclaimer) are governed by Dutch law. All disputes arising from or in connection with this disclaimer will be submitted exclusively to the competent court in the Netherlands.