

## **Terms & Conditions**

### **1 Applicability**

1.1 The following terms and conditions are applicable to all courses, lessons, and workshops organized by Start Learning Dutch and apply to students from the moment they register (through the website, by e-mail or by phone) for one or more courses, workshops or lessons.

### **2 Fees and payment**

2.1 Fees apply as indicated on the website for the selected course and must be paid in full before the start of the course, workshop, or lesson via bank transfer. All fees are in Euro and are exempt from VAT (unless otherwise indicated). As soon as the payment is in, the student's place on the course is secured.

### **3. Courses**

3.1 The courses and lessons of Start Learning Dutch take place online. Students are expected to have the video and audio conferencing tool, as instructed by Start Learning Dutch, installed on their personal computer or other device and are expected to have the basic computer skills required to participate in online courses. Students need to be able to speak English and have completed secondary education in their country of origin.

3.2 The group courses of Start Learning Dutch are divided into 10 proficiency levels ('Steps'), with each Step lasting one week. If a student is unsure about a level he/she is welcome to check the level information on the enrollment page or contact Start Learning Dutch for advice. The student is responsible for registering for the appropriate course.

3.3 Start Learning Dutch has no obligation to compensate for missed lessons.

3.4 Group courses will take place with a minimum of 3 students. In the case of an insufficient number of students, the group course cannot take place and will be rescheduled or refunded.

### **4 Cancellation by the student**

#### **4.1 Group courses**

Fees are fully refundable for cancellations up to 7 days before a group course starts. A 50% refund will be provided for cancellations up to 48 hours prior to the course date. Cancellations received less than 48 hours before the course are not entitled to a refund.

#### **4.2 Private classes**

All cancellations need at least 48 hours' notice. For private or duo lessons canceled within 48 hours before the lesson is due to take place 50% of the total lesson fee will be charged.

### **5 Cancellation by Start Learning Dutch**

5.1 If the teacher of Start Learning Dutch needs to cancel one or more lessons due to unforeseen circumstances, she will do her best to reschedule the lesson(s). If this is not possible, the student is entitled to a refund of the missed lesson(s).

## **6 Confidentiality**

6.1 Start Learning Dutch respects the privacy of its students and will observe confidentiality with regard to all information obtained during the course or lesson. Information about students will only be used for communication concerning enrollment, the course or lesson(s) the student has signed up for, payment, and special offers regarding courses and lessons that may be of the student's interest.

See our privacy policy for more information about how Start Learning Dutch processes the student's personal data.

## **7 Liability**

7.1 The student is responsible for registering for the appropriate course, and the student is responsible to invest the time needed to achieve the intended learning goals. Start Learning Dutch can not be held accountable for not achieving any intended learning goals.

7.2 Start Learning Dutch is not responsible for any errors or failures in relation to the student's ability to access an online course or lesson, including internet outage, connectivity issues, a computer breakdown or any other event of force majeure.

7.3 By accepting the general terms and conditions, the student agrees that:

- his/her login details for the online course or lesson may not be shared. Sharing these details with others may lead to the cancellation of the enrollment
- he/she is responsible to check that the computer and internet service being used to access the online course is compatible with the minimum specification requirements that relate to the Zoom platform as per the guide [here](#). The student is responsible to test his system before attending an online course or lesson using the test functionality at <https://zoom.us/test>.

## **8 Copyright**

8.1 All training materials developed by Start Learning Dutch are intended for personal educational use only and are subject to copyright. It is not permitted to copy or publish any of the training materials without the explicit consent of Start Learning Dutch.