

Payment

1. The price of a course, the terms in which a student is to complete the payment, and the expenses for course material are mentioned on the learning agreement and on the bills.
2. When courses consist 15 classes or more, students are allowed to pay in two terms, which are specified on the learning agreement. Upon signing the learning agreement, a student agrees and is obliged to pay for all terms of the course for the dates mentioned on the learning agreement.
3. If a student fails to pay, further classes and services can be denied after a warning. To obtain any costs that remain unpaid, *De Taalvraag* can use the services of a collection agency at the student's expense.
4. The costs of a course do not include the course materials (and copies in case of payment by DUO), exams, travel expenses.
5. If a student has indicated on the intake form that another organization or person other than him or herself is responsible for the payment of the course and this organization or person does not meet this payment obligation, the student remains responsible for the payment of all classes followed until that moment and all teaching methods and material that the student has received. The remainder of the course must be paid by the student or the student must stop following the course.

Cancellation of courses and classes

1. Classes can be taught by Marilene Gathier or by any other language teacher working for *De Taalvraag*.
2. Location, time and dates of a course may change due to unexpected circumstances. All classes that cannot be taught by *De Taalvraag* due to unforeseen circumstances, are taught at a moment which will be later be decided on by *De Taalvraag*. All classes that cannot be taught at a later point in time and for which no replacement can be found are compensated by *De Taalvraag*. Students receive the amount of money paid for this class.
3. Any student notifying his or her absence for the rest of the course after the start of it cannot be compensated. (unless a different agreement has been reached on a printed document or via electronic mail.
4. The student or *De Taalvraag* may cancel the remainder of the course until the day after the day of the first lesson without any consequences.
5. Before the start of the first class, *De Taalvraag* can cancel a course or the second term of a course, if the number of registrations is not sufficient, Students that have paid any amount of money for these courses will be compensated.
6. Under unforeseen circumstances, *De Taalvraag* can cancel the rest of a course. Remaining course fees will be returned to the student.
7. A student enrolled in a group course cannot be compensated for any classes he or she cannot attend. Classes cannot be taught at a later point. (unless a different agreement has been reached on a printed document or via electronic mail)
8. A student receiving a private course can cancel a class one working day before class at latest. This can be done via electronic mail or telephone. The costs of the class will not be paid back to the student, but class can take place at a later moment. In general, this can be done with a maximum of 20% of the lessons in a contract. If a student does not cancel class at least one day beforehand, it cannot be taught at a later point.
9. In the case of a seriously disturbed relationship between a student and the teacher, *De Taalvraag* can decide to deny the student the access to the classes. The student can be compensated for half of costs of the remaining classes.
10. In special situations, the student can terminate the course earlier. (See the BOW model agreement). If there is a difference in opinion about the validity of the reason, the student must submit it to the complaints committee of *De Taalvraag* or the College van Arbitrage of Blik op Werk. We can only terminate the learning agreement if *De Taalvraag* receives a signed letter of the student (not by e-mail). The student or the paying institution receives the course fee back for the lessons from the date that the letter is received by *De Taalvraag*, if he is acknowledged to be right.
All cancellations are only valid when confirmed by *De Taalvraag* on paper or via electronic mail.

The result of a training or a course

1. Upon registering, the student completes the placement form, on which he or she truthfully states information such as previous education and previously attended courses.
2. After the placement interview and possible exam, *De Taalvraag* may decide not to accept a student for a course. In such cases, the student will be notified by letter or e-mail.
3. If *De Taalvraag* is not familiar with a student, the student agrees to an intake and intake test. This intake is generally free, but *De Taalvraag* may charge an additional fee for an extended intake, after consultation with the student.
4. A student signing the learning agreement is aware of the time that needs to be spent for the classes and homework of the course and is willing to take at least 80% of the lessons.
5. The student and *De Taalvraag* put in all possible effort to reach a student's goal. *De Taalvraag* cannot guarantee the attainment of any goal or level. *De Taalvraag* can never be held responsible when a goal or level is not attained; this also holds if a course is ended prematurely.

Liability en complaints

1. *De Taalvraag* has a liability insurance. *De Taalvraag* cannot be held liable for any damage not covered by the insurance company, unless caused on purpose or due to a severe mistake made by *De Taalvraag*.
2. The student can find the Complaints Procedure and the Privacy Policy on the website www.detaalvraag.nl
3. Only Dutch law is applicable to these conditions.