

Payment

1. The price of a course, the terms in which a student is to complete the payment, and an estimate of 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 2 - 4 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. (Exceptions related to cancellations are mentioned under Cancellations, 5)
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.

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. 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.
4. Under unforeseen circumstances, *de Taalvraag* can cancel the rest of a course. Remaining course fees will be returned to the student.
5. 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)
6. 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.
7. All cancellations are only valid when confirmed by *de Taalvraag* on paper or via electronic mail.
8. 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.
9. In special situations, the student can terminate the course earlier. (See the BOW model agreement). We can only terminate the learning agreement if De Taalvraag receives a letter or e-mail of the student. 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. Missed lessons until the date of the letter cannot be compensated. De Taalvraag reports receipt to the student within 5 working days.

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. 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.
4. 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.