

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 more 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 about canceling the rest of the course: see cancellation, 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, exams and 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 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. 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 later moment. Reserve dates are indicated on the contract.
3. Under unforeseen circumstances, *De Taalvraag* can cancel the rest of a course. Remaining course fees will be returned to the student.
4. A student enrolled in a group course cannot be compensated for any classes he or she cannot attend. He cannot catch up on those lessons either.
5. A student receiving a private course can cancel a class one working day before class at latest. 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.
6. 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.
7. In special situations (such as illness, moving, a job) the student can terminate the course earlier. 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*. The student or the paying institution receives the course fee back for the lessons from the date that the cancellation is received by *De Taalvraag*, if he is acknowledged to be right.

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. 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.
3. 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.