

## **Dutch course(s) and private lessons Easydutch general terms and conditions**

February 2024 – Version 3.0

### Article 1 – Definitions

- Student: a natural person who is registered for a language course or enrolled in a language course at the language school EasyDutch.
- EasyDutch: a language school that provides Dutch courses, open in-company group courses and private classes.
- Company course: a Dutch language course provided by EasyDutch, aimed at improving the participant's understanding of the Dutch language.

### Article 2 – Applicability

- These terms and conditions are applicable to all students who are registered in a Dutch language course arranged by EasyDutch.
- These terms and conditions are subject to change, and we reserve the right to change them at any time. We strive to always have the most recent version on our website. If the terms and conditions change during a course, we will notify you.
- The Dutch laws and regulations apply at all times, also in cases where the general terms and conditions of EasyDutch are not sufficient.

### Article 3 – Enrolment

#### 3.1 Step 1: Registration

- There are three ways to register for a course: 1. via the website 2. Via phone/e-mail. 3. You subscribe in a first meeting/first lesson.

#### 3.2 Step 2: Enrolment

- You will receive a final confirmation (via Whatsapp message or e-mail or phone call) of enrolment when the minimum amount of participants has been reached (see Article 5). Only then is your enrolment finalized for the registered course.

### Article 4 – Payment

- There is a payment obligation for the student, once you register for a course and have received the invoice and signed these terms and conditions.

#### 4.1 Payment by individuals

- You can pay when you register for a course. The first course: you are allowed to pay the course after the first class, but within 14 days after the first class has started. You transfer the money yourself or you can choose to receive a 'betaalverzoek' and the invoice through Whatsapp.

When you agree on continuing the course after 8 lessons, (you agree on buying another 8 lessons) you will receive again a 'betaalverzoek' (request to pay) and the invoice through Whatsapp/ e-mail. You have to pay within 14 days.

#### 4.2 Payment by employer

- You can register for a course via the website by stating that your employer will pay for you. However, even when your employer has agreed to pay for you, the payment obligation still falls on you, the registered student. You and your employer have 14 days to pay for the course. If the course fee is not paid on time, we refer to the relevant legislation regarding increasing the costs.
- We cannot supply any refunds (unless the course is cancelled within a certain timeframe, see article 5) as we have booked teachers and have made other expenses (hiring the classroom).

#### Article 5 – Changes to the course by EasyDutch

- EasyDutch reserves the right to alter the date and time of a course.
- EasyDutch reserves the right to cancel any session. If a class is cancelled by Easydutch due to unforeseen circumstances on our side, we aim to arrange a catch-up class within 2 weeks following the end date of the course, as long as the schedule and the teachers allow it.
- EasyDutch reserves the right to substitute a teacher for another teacher.
- EasyDutch reserves the right to cancel any course that doesn't meet the minimum requirement of 4 students to start a course. We will check if we can find another suitable course for you within our school. If we are unable to find another course for you, then this is the only exception when you can receive a total refund. We will notify you of the cancellation as soon as possible, and at the latest one week in advance.

#### Article 6 – Cancellation of enrolment by a student or cancellation of a lesson by a student.

- You may always quit the course. However, no refund can be given once you have registered for 8 lessons / for the course. The dates/period on the invoice are the classes you register for to attend.

- The dates/period on your invoice are the dates you pay for and agree on to attend.
- You may always cancel a session/lesson (due to sickness or other reasons), however no refund or free lesson can be given if you are in a group course (3-4 persons or more).
- What to do when you have missed a lesson? You study the lesson by yourself with the help of the pictures of the whiteboard that your teacher will send.
- After 8 lessons, before the next level starts, there is a catch-up lesson. You can come to this lesson when you have missed a class due to sickness or work. This lesson is included in the price of the classes. Use this for questions/explanation about grammar.
  
- You can pause a private course that you already paid for, but you have to use the lessons within 6 months, otherwise the lessons expire and no refund can be given.
- Only private lessons can postpone a session of the total amount which already are scheduled, and only if the teacher is informed at least 24 hours before class starts, otherwise you can't postpone.
- Private lessons that you have paid for, you will have to take the classes *within 6 months*.
- If you are not able to attend a group lesson or private lesson, please send a message to your teacher 24 hours before class starts.

Participate in a Whatsapp group from Easydutch:

I give permission to participate in a Whatsapp group from the class, only used for sending homework and other class-related messages (you can leave the Whatsapp group whenever you want):

yes

no

Date: ..... 2024

Place: Breda

Easydutch,  
Rosalinde Meijer, owner  
signature:

Name student.....

signature student:

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