

## General Conditions – BLC Virtual Classroom Courses – version 1<sup>st</sup> of August 2020

### 1. Organisation

- 1.1 The Dutch language course in virtual classrooms is organised by Bart de Pau Language Courses BV, for short “BLC”. Registration / mail-address: Landstraat 190, 1401 ET Bussum, the Netherlands, further called “organisation”. The person applying and confirming participation to the course, is below referred as “participant”.

### 2. Price / payment

- 2.1 The participant pays the price for course as specified in the reservation. A price change by the organisation after reservation will NOT change the already agreed price.
- 2.2 The lessons are exempt of Dutch VAT qualified as ‘general language education’, the VAT on the book is 9% and the VAT on shipping costs of the book are 21%.
- 2.3 Payment terms: iDeal or Creditcard at the moment of booking.

### 3. Reservation

- 3.1 The reservation is confirmed after the payment is received.

### 4. Cancellations and refunds

- 4.1 Cancellation by the participant:
- 4.1.1 Cancellation should be communicated in written format (e-mail).
- 4.1.2 More than 4 weeks prior to the course 25% of the course fee will be charged (+ full costs of books/shipment if sent)
- 4.1.3 Between 2 and 4 weeks prior to the course 50% of the course fee will be charged (+ full costs of books/shipment if sent)
- 4.1.4 Between 3 days and 2 weeks prior to the course 75% of the course fee will be charged (+ full costs of books/shipment if sent)
- 4.1.5 No refund when canceling less than 3 days prior to the course, no refund retreating after the start of the course.
- 4.1.6 No refund when canceling after a course that was rescheduled to a different date/level (below):
- 4.1.7 Requests to change dates or levels will be granted by the organisation in the following situations:
- request to change levels on the same course date = possible only: if the other level has spots available
  - request to change course dates to a later course = possible only: if the booked group is full AND if there is someone on the waiting list willing to take the spot AND there is availability on a later date
  - requests to change course levels/dates more than 3 weeks prior to a different date/level are always possible as long as there is availability in other groups/dates
  - after a course is rescheduled there is a no-refund policy (previous article)
- 4.1.8 A course reservation can be transferred to another person, who has the same level, at an administrative charge of 75 euro.
- 4.2 Cancellation by the organisation:
- 4.2.1 Until 3 weeks prior to the course date, the organisation has the right to cancel / reschedule a course, in case a group has less than 6 registrations. In case of a cancellation, the organisation should process a full refund. In case a course is rescheduled, the student has the right to reject the other course date. In case of rejection the organisation should send a full refund.
- 4.2.2 In case of cancellation by the organisation due to force majeure situation, the organisation is obliged to 100% refund the participant the prepaid sum.
- 4.3 The organisation has to process any refund within 2 weeks after cancellation.

### 5. Lessons

- 5.1 One academic hour, as indicated on the website and specified in the price calculation, corresponds to 45 minutes.
- 5.2 A day of lessons has 4 academic hours in a virtual classroom. The break is not included in the tuition time.
- 5.3 Doing the homework is obligatory. At least 3-4 hours of homework/self study extra to the hours in the virtual classroom.
- 5.4 Group lessons:
- 5.4.1 Maximum group size = 12 students
- 5.4.2 Group levels are defined in detail on: <http://dutchsummerschool.nl/dutch-course-levels/>
- 5.4.3 It is the responsibility of the student to apply for the right level. The organisation can help to make a choice: by offering a level determination test and by a consultation by phone.
- 5.4.4 The student may change the level until 3 weeks prior to the course (on the condition that there are spots on the other level)
- 5.4.5 For the levels 2, 3, 4 and R a level test is required within 3 days after reservation, followed by an oral intake (in case the test result requires that)
- 5.4.6 People who book 2 or more sessions: in some situations the organisation might advise a student to redo a level in the next session instead of going to the next level. Some people learn slower and repetition is an important part of the learning process. Redoing a level should not be considered a ‘failure’, but for some people really useful. In order to reach the next level after a session, it is absolutely required to (1) have the right entrance level before the start of the course and (2) to do all the homework.
- 5.4.7 Course materials: access to premium course #dutchgrammar is provided during the course free of charge. The book ‘Het Lesboek’ covers levels 1 + 2. The book ‘Het Lesboek-2’ covers levels 3 + 4.
- 5.4.8 Location: the student follows the lessons from home. Requirements: computer with internetconnection (fast enough to stream videos)

### 6. Restrictions

- 6.1 Minimum age is 18 years. If the student is between 14 and 18 years, it is possible to participate. In this case the parents are required to undersign a paper declaring that (1) they are aware that this is a program for adults and may contain topics/language that could be less interesting for minors (2) that they are aware this is a program fully based on the inner motivation of the student; we don’t force people to learn, students participate because they want to learn.
- 6.2 Elementary command of the English language is obligatory to participate at group classes.

### 7. Other

- 7.1 In case the offer includes an e-learning package, access will be given during the course. The course’ website determines from when to when access is included.
- 7.2 The books are sent in batches once every 2 weeks.
- 7.3 Students are not allowed to record the lectures.
- 7.4 The client has to act in accordance with the Dutch law. Violation of the law and undecent behaviour provides the right to the organisation to exclude the participant from further participation to the program without refund as an ultimate measure.
- 7.5 The general conditions on the moment of payment are applicable (adjustments to general conditions count only for reservations after the update).