

Special conditions with respect to COVID-19

Prologue: We really can't wait to organise an offline Summer School. The virus is still around, although numbers are decreasing and by the start of August everybody in the Netherlands (who wants it) is likely to be vaccinated. Our organisation needs to make costs to organise the event as we work with third parties. We can't run a Summer School at the current price level, and at the same time offer full refunds in whatever situation. If you book this course, you accept that this is a part of the deal. If you don't feel comfortable with this, please book a later edition. This event is for people who can't wait and who are willing to accept a bit of uncertainty. At the same time we try to do everything as safely as possible.

- 0.1 Students can enter the program with the '**CoronaCheck**' app. We expect the CoronaCheck app to be operational in August. CoronaCheck app will allow entrance based on a proof of vaccination or a negative test based on a QR-code. As this is a multiple day event, the check will be done every day of class (at arrival and at the start of each lesson). If the CoronaCheck app is not operational, we'll ask to provide a proof of vaccination or a negative test. Please note that a negative test is valid for 40 hours (also with the CoronaCheck app).
- 0.2 During the course, the regulations of the Dutch government with respect to COVID-19 will apply. It's the responsibility to each individual to follow the rules.
- 0.3 BLC will do maximum efforts to provide a safe environment in class. If the 1.5m rule still is applicable in August, we'll organise the lessons in a tent with open sides.
- 0.4 People who share a house are considered 1 household during the course. That means that the same rules will apply as normal households in case one person of the household is infected.
- 0.5 Don't book this course if you're not sure if you can travel to the Netherlands. Travel bans, quarantines, visa problems etc. it's your own risk and our regular cancellation policy will apply as specified in article 3.
- 0.6 You cannot participate at the course / stay at the accommodation during a mandatory quarantine period after entering the Netherlands. Make sure you book your trip to the Netherlands 10 days prior to the course if you travel from an area that is indicated by the Dutch government as 'high risk'.
- 0.7 People with symptoms aren't allowed in class and are requested to do a test first, even if the person is vaccinated.
- 0.8 We don't have a special accommodation to quarantine students in case of an infection. As a result, in case someone gets infected: the infected person must leave the accommodation immediately (except studio accommodation, except in the situation where the entire household is infected) and is not allowed in class. No refund is provided. One can join again as soon as a negative test is provided.
- 0.9 We try as much as possible to create a 'bubble'. We strongly advise participants to stay inside the bubble by minimising contacts with the outside world during the course. If you have the goal to do the course in Drenthe because of your wish to meet locals, we advise to join us at a later edition.
- 0.10 BLC tries to organise the course as safely as possible. That doesn't mean that the risk on infection is 0%. BLC cannot held liable for the results of an infection.
- 0.11 What if there are new lockdowns? If the course can't take place, BLC will refund the costs of the lessons. We are dependent on a third party accommodation provider in the holiday rental market and their conditions, holiday rentals follow the conditions of RECRON. As a result: only if the government forbids holiday rentals, we can refund this part of the costs. In a situation where lessons are forbidden but holiday rentals are allowed, the participants can use the accommodation.

1. Participant / organisation

- 1.1 The person applying and confirming participation to the course, is below referred as "participant".
- 1.2 The Dutch Summer School is an 'Intensive Dutch Language course', organised by BLC Language Courses BV, for short "BLC". Registration / mail-address: Landstraat 190, 1401 ET Bussum, the Netherlands, further called "organisation". Programs can be booked without accommodation or with accommodation. Accommodation is provided by third parties as specified under 1.4.
- 1.3 School addresses (no mail):
 - 1.3.1 Amsterdam program: Kingsfordweg 151, Amsterdam
 - 1.3.2 Drenthe program: Gagelmaat 4, Westerbork
- 1.4 Accommodation: TSH City Living (Amsterdam program), Holiday park "Het Timmerholt" (Drenthe program)

2. Price / payment

- 2.1 The participant pays the price for course and accommodation, as specified in the price calculation and according the rates specified on organisation's website. A price change by the organisation after reservation will NOT change the already agreed price.
- 2.2 VAT is included in the price calculation. The lessons are exempt of VAT qualified as 'general language education', the VAT on the accommodation is 9% and is included in the fee. City/tourist tax on accommodation is included in the fee.
- 2.3 Payment terms: pre-registration: 100% within 7 days after confirming pre-registration. Registration after 14th of June: 100% at the moment of registration on the website.
- 2.4 The participant pays online (iDEAL or Credit Card) or per bank transfer on the account of the organisation, the Dutch-based euro account of BLC. BIC: RABONL2U, IBAN: NL32 RABO 0181 2287 50.
- 2.5 The agreed course fee is the net sum to arrive on the account of BLC. In case a fee arrives less than the agreed course fee (if intermediate banks take commission or charge for currency change); this rest sum can be paid in cash at the first day of arrival. Such situation is NOT considered a violation of the payment conditions of the participant as specified under clause 2.3
- 2.6 Disclaimer: in case of a bug in the organisation's online price calculator/booking form (a difference between the prices indicated in the "program" section on the website and the e-mail price calculation), the organisation has the right within 3 working days after reservation to declare the calculation invalid, after which the participant has the option to 'accept the correct price' or to 'cancel and get a refund of the prepaid fees'.

3. Cancellations and refunds

- 3.1 Cancellation by the participant:
 - 3.1.1 Cancellation should be communicated in written format (e-mail).
 - 3.1.2 Cancellation costs, when cancelling before 1st of July 2021: 15% of the total fee.
 - 3.1.3 Cancellation costs, when cancelling before 15th of July: 50% of the total fee
 - 3.1.4 Cancellation costs, when cancelling after 15th of July: 100% of the total fee.
 - 3.1.5 In the situation that a course and accommodation are fully booked, and we'll be able to fill the spot with someone on the waiting list after a cancellation, we'll provide a full refund minus an administrative charge of 75 euros.
 - 3.1.6 No refund when cancelling after the start of the course.
 - 3.1.7 Requests to change dates are seen as cancellation requests. Depending on the specific situation, the organisation may offer a discount on the new course date (within the same year/season).

- 3.1.8 It is the client's responsibility to insure the risk of not being able to participate. The organisation has no possibility to waive cancellation costs (explanation above)
- 3.1.9 A course reservation can be transferred to another person, who has the same level, at an administrative charge of 75 euro.
- 3.2 Cancellation by the organisation:
- 3.2.1 For guarantee of the lessons – see clause 5.
- 3.2.2 In case of cancellation by the organisation due to force majeure situation, the organisation is obliged to fully refund the participant the prepaid sum.
- 3.2.3 In case of force majeure situations, due to which the organisation is not able to deliver the program the agreed way: the organisation should do its maximum to provide the participant with an alternative. Other rates may apply to the alternative. In this case the participant has the right to accept the alternative OR cancel participation and require a refund of the prepaid sums.
- 4.3 Refunds: bank transfer costs (in case applied) are paid by the participant.

4. Lessons / Lesson guarantee

- 4.1 One academic hour, as indicated on the website and specified in the price calculation, corresponds to 45 minutes.
- 4.2 A day of lessons has 4 (Drenthe) or 5 (Amsterdam) academic hours + a 15-20 minutes break is planned in the middle. The break is not included in the tuition time.
- 4.3 Count on 3-4 hours of homework extra to the hours in class. Doing the homework is obligatory.
- 4.4 Group lessons:
- 4.4.1 Average group size 12-14 people. Maximum group size = 16 people (Amsterdam) / 14 people (Drenthe).
- 4.4.2 Group levels are defined in detail on: <http://dutchsummerschool.nl/dutch-course-levels/>
- 4.4.3 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.
- 4.4.4 The student may change the level until the 1st of June, to any other course level given on the same date/location.
- 4.4.5 For the higher levels and extra test and oral intake (phone) is required. Planned around 1st of June.
- 4.4.6 People who book 2 or more sessions: in some situations the organisation might advise a student to redo a level in the 2nd 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 session 1, it is absolutely required to (1) have the right entrance level before the start of the course and (2) to do all the homework.
- 4.4.7 Group courses are guaranteed according to the schedule. The organisation does NOT have the right to cancel courses in case not enough people apply.
- 4.4.8 Course materials: not included in the price. Cost of course book = 39 euros, to be paid on the spot. The book 'Het Lesboek' covers levels 1 + 2. The book 'Het Lesboek-2' covers levels 3 + 4.
- 4.4.9 Location: as indicated in 1.3.
- 5.4.8.1. Amsterdam: BLC may add/change training locations; always within 15 minute bike distance from student residence

5. Accommodation

- 5.1 Basic house rules and terms of service of accommodation provider apply (non-smoking, no noise during night, keeping communal parts clean, doing dishes in shared kitchen etc.). All housing facilities are accessible 24 hours/day.
- 5.2 BLC collects payment of reservation on behalf of the accommodation provider – the 3rd party as mentioned in 1.4. Except the booking, all further issues/liability are a direct matter between the participant and the accommodation provider.
- 5.3 Important note: airconditioning in the Netherlands is not common (\pm 20 days/year with a temperature of more than 25°C). Our rooms are not equipped with airconditioning, unless you book the upgrade (only in Amsterdam)
- 5.4 Amsterdam:
- 5.4.1 Rooms included in the package fee are: single rooms with private bathroom
- 5.4.2 Package fees are based on 2-4-6-8 week stays, with arrival*/departure on Saturday. Arriving on Sunday, departure on Friday is possible: no refund is provided when the room is used less. *the arrival day of the first session is different: Tuesday
- 5.4.3 Checkin: rooms can be entered on the Saturday* (or Tuesday in session 1) of arrival at 15:00.
- 5.4.4 Checkout: rooms should be left at Saturday of departure at 10:00
- 5.4.4.1 Linen is included in the room price; room cleaning and change of linen: once a week; free use of bike, gym, wifi.
- 5.4.4.2 It's not a hotel! Come with the right expectations: read more: <https://dutchsummerschool.nl/amsterdam-student-residence/>
- 5.5 Drenthe:
- 5.5.1 Accommodation included in the standard package fee are: bed in a shared room, free use of wifi
- 5.5.2 Options at extra charge: "single room, shared bathroom", "studio: private bathroom, kitchen"
- 5.5.3 A warranty of 25 euros should be deposited at arrival at the reception when collecting the key (will be returned at the end of the stay).
- 5.5.4 Per block 11 nights are included: from arrival Monday till departure Friday.
- 5.5.5 Optional: extra weekend between accommodation when following 2 or more sessions.
- 5.5.6 Checkin: rooms can be entered on the Monday of arrival between 16:00 and 21:00 or next day (Tuesday) between 9:00-17:00. We can not organise keys/checkin outside these time frames.
- 5.5.7 Checkout: rooms should be left at Friday of departure at 9:30.
- 5.5.8 Linen is included in the price: one set is provided per 2 weeks. Bungalow end cleaning included in the price.

6. Restrictions

- 6.1 Minimum age for participation is 18 years. If the student is between 16 and 18 years, it is still possible to participate. In this case the parents are required to undersign an extra paper declaring that (1) they are aware that this is NOT a camp for children under guidance (2) that the student is able to travel and live independently (incl. making own meals)
- 6.2 Elementary command of the English language is obligatory to participate at group classes.
- 6.3 Participants should be able to move/live independently and travel by themselves.

7. Liability

- 7.1 Liability of the lessons is at BLC. Complaints concerning lessons, the participant can address directly at the organisation.
- 7.2 Liability for the stay in the accommodation is at the applicable accommodation partner as specified in 1.4. The participant should claim directly at the reception/office/caretaker of the accommodation provider in case this service is not met accordingly / something is broken etc. The participant receives the contact details of his accommodation provider before arrival.
- 7.3 Liability for all extra services (free and paid extra's) offered by the accommodation partner (such as bike rent, wifi, transfer from railwaystation to resort), is at the accommodation provider. The participant should claim/complain directly at the reception/office of the accommodation provider in case this service is not met accordingly.
- 7.4 Liability of the organisation is limited to the costs of the services itself. The organisation cannot be held responsible for consequential costs.

7.5 BLC cannot be held liable for what participants do outside the lessons. Extra activities outside the lessons (such as barbecues, excursions, sporting activities) are not included in the package, and should be regarded as joint personal initiatives of students and teachers/staff members rather than an event organised by BLC. Participation to extra activities outside the lessons is at the participant's own risk. Participation to extra activities outside the lessons is not obligatory.

7.6 BLC and its accommodation providers can not be held liable for damage to personal belongings, injuries and other misfortune which are outside their direct responsibility, caused by specific conditions or non-employees, such as extreme weather, theft, burglary, fire, war, illness, road accidents, etc.

7.7 Participant can be held liable for damages that are a result of acting of the participant.

8. Other

8.1 In case the offer includes an e-learning package, access will be given during the course period.

8.2 Drenthe transfers: transfers from the railwaystation in Beilen to the resort on the day of arrival/departure, can be booked after 1st of June. The transfer is not included in the services of BLC/price calculation. The transfer is organised by the accommodation partner. The costs of the transfer (5 euros), the participant pays directly to the driver.

8.3 The participant accepts that during the Dutch Summer School, the organisation may take pictures or videos that are placed on the organisation's website, facebook page, youtube channel etc.

9. Dutch law

9.1 BLC does not provide supervision outside the lessons. BLC doesn't play the role of the police. This is a course for adults and responsible behaviour is expected.

9.2 The client has to act in accordance with the Dutch law and regulations. 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.