

## **inlingua Frankfurt Terms and Conditions**

1. Teaching is by the inlingua direct method. The teaching hour lasts 45 minutes.
2. It is possible to withdraw from the contract free of charge up to a period of 6 weeks before the commencement of the course.
3. Teaching hours paid for but not taken can be transferred to a third party provided that the School is given notice of such transfer at least one week in advance.
4. If a student moves to another town, teaching hours paid for but not taken in the period up to the date of the move can be credited to the contract signatory and transferred to another inlingua school for lessons there.
5. Students in arrears with payment of fees may be excluded from lessons until their accounts have been settled.
6. Fees for courses of indefinite duration are subject to change, such change becoming effective as of the next due date for payment.
7. The School is under no obligation to start group courses at any particular time. Postponement of the starting date by up to two weeks does not constitute grounds for withdrawal from the contract.
8. inlingua does not accept responsibility for personal injury or for loss or damage to personal property unless it is due to the gross negligence of inlingua or its employees. All claims must be made at inlingua Frankfurt.

## **General Group Courses and German Day Classes**

9. The accounting period of 4 weeks comprises an exact number of teaching hours: 8 or 16 hours, or 80 hours for day classes. The student will be compensated in full for teaching hours lost through public holidays, school vacations over the Christmas/New Year period and lessons cancelled by inlingua. The compensation will be in the form of an extension of the accounting period concerned or a substitute date within the accounting period.
10. If the student does not, because of vacation, attend lessons for a period of not less than two weeks, and if the School office is given written notice of such absence no later than the last lesson date before his vacation, the student becomes entitled to individual tuition at the rate of one teaching session per four sessions of class teaching missed. Such individual tuition can be given Monday to Friday between 2 and 5 pm; it must be taken within 4 weeks of the end of the vacation. This facility is limited to a maximum total vacation period of 4 weeks per year. It does not apply to courses of fixed and limited duration or during the period of notice before termination of enrolment. Nor does it apply to German Day Classes.
11. Otherwise there is no reimbursement for lessons not attended by the student for whatever reason, including circumstances for which he is not responsible (e.g. illness or business appointments).
12. The contract can be terminated after commencing classes at four weeks' notice to the end of an accounting period - but not before the end of the initial enrolment period. Notice of termination must be given in writing. If no notice of termination is received by the School, the contract is automatically renewed by 4 weeks at a time.

13. If the minimum number of students stated in the contract is not maintained, inlingua is entitled to place students in other classes according to their proficiency, or to close down the course. In German Day Classes the number of hours taught per week can be reduced as stated in the course details. If the course is closed down the students will be reimbursed for teaching hours already paid for but not taken.

### **Other Group Courses**

14. inlingua reserves the right to reduce the duration of the course as stipulated in the course details in the event of insufficient student numbers.
15. There is no reimbursement for lessons not attended by the student for whatever reason, including circumstances for which he is not responsible (e.g. illness or business appointments).

### **One to One Courses**

16. Scheduled lessons can only be cancelled up to 12 noon on the day before (Friday noon for Monday). Scheduled lessons cancelled after that time, and lessons not taken without having been cancelled, must be paid for in full.
17. Detailed scheduling of teaching hours is done by the student with the office staff only. For organisational reasons no such arrangement can be made by students direct with trainers.
18. The number of hours set out in a contract have to be taken within the 12 months following the conclusion of the contract. This period can be extended for the time that inlingua does not offer classes. Hours that are not taken within this period are forfeited.

### **Crash Courses**

19. The commencement of a Crash Course can only be postponed if the School is given written notice at least one week in advance. The period of one week is determined by the date on which the School receives written notice. No cancellation of lessons in a Crash Course is possible after commencement of the course.