



Terms and Conditions for Dutch lessons at Keep in Dutch in Heerlen

1. Validity of the General Terms and Conditions

- a. The following General Terms and Conditions of Keep in Dutch ("GTC") apply to all business relationships between *Keep in Dutch*, registered company at the Dutch Chamber of Commerce (registration number: 68133200, tax number: NL002334345B04) and *the student*. The version of these GTC valid at the time the respective contract is concluded shall be authoritative.

2. Enrolment

- a. For admission into Keep in Dutch, the student must schedule an intake with the teacher to determine their previous experience and learning goals. This intake can take place via Teams, Zoom, in person at the Keep in Dutch office or through a phone call. The teacher will inform the student about the next steps and provide clarity about payment and the course process. Other specific agreements can be made during the intake too.

3. Types of lesson packages

- a. Monthly package: the student and teacher discuss a fixed time slot during the intake. Depending on the student's preference, this can be for example once or twice a week. There is no minimum or maximum amount of lessons per month that need to be fixed. Although once determined, the monthly package is based on these hours and needs to always be paid upfront. In case payment is not possible, no lessons can be given. After completion of this package, it is always possible to renew it with the rate valid at the time of renewal.
 - i. If the student wants to increase or decrease the amount of lessons per month, this can be discussed and changed before the 31st of each month. New monthly package will start on the 1st of the following month or if the student wishes in a later month.
- b. 10-hour package: the student has the possibility to choose a cheaper package with the condition of a minimum of 1 lesson per week. This package needs to be completed within 11 weeks. This gives the student one flexible week, in case the student cannot follow the lesson for whatever reason. After completion of this package, it is always possible to renew it with the rate valid at the time of renewal.
 - i. If the student wants to increase or decrease the amount of lessons per month, this can be discussed and changed at the end of the 10-hour package. The student cannot change the hours while the 11 weeks of the 10-hour package are still going.
- c. Duo package: the student can learn Dutch together with someone else. The two students and teacher discuss a fixed time slot during the intake. Depending on the students' preference, this can be for example once or twice a week. There is no minimum or maximum amount of lessons per month that need to be fixed. Although once determined, the monthly package is based on these hours and needs to always be paid upfront. In case payment is not possible, no lessons can be given. After completion of this package, it is always possible to renew it with the rate valid at the time of renewal.

4. Hourly rate

- a. The hour rate of private lessons is 39 EUROS.
 - i. Lessons are either 60 minutes or 90 minutes, depending on the needs of the student.
- b. The 10-hour package gives the student a discount of 2 EUROS and can be deducted from the prices above (4a), which comes down to 37 EUROS per hour.
- c. Duo lessons for adults are 57 EUROS in total per hour.

5. Payment

- a. Payments are conducted electronically each month through an invoice on which you can find the bank account details. Cash payments are not accepted under any circumstances. Lessons are paid monthly upfront.
- b. Payments made via non-Dutch bank accounts must take into account any international deductions made by the transferring bank/institution. The student must account for these extra fees on top of the base payment. Keep in Dutch is not liable for any transaction fees.

6. Cancellation

- a. Keep in Dutch has a 24-hour cancellation policy, which means that lessons need to be cancelled at least 24 hours before the lesson is taking place.
- b. Cancellation does not mean a refund, but the teacher and student will have a look at a suitable time to reschedule the lesson within the same month the cancellation took place. It is not possible to reschedule in another month.
- c. In case of emergencies the terms in 5a and 5b do not apply. Emergencies are life-threatening situations or sudden illnesses. If the student has doubts about this, always contact the teacher and be as transparent as possible.
- d. If the student wishes to cancel all lessons and no longer wants to continue private lessons with Keep in Dutch the following rule applies: cancellation of the monthly package or the 10-hour package means finishing the current package with no refunds possible.

7. Books for the course

- a. Every private course is tailor-made. Based upon the student's need and the teacher's assessment, a book will be chosen for the course. The student is not obligated to work with a book, but it is highly recommended, especially when you are a beginner. After level B2, a book is usually not recommended. The costs for purchasing a book are excluded from the hourly rate for private lessons. The student will need to purchase a book on their own.

8. Liability

- a. Keep in Dutch is not liable for damage caused by the actions of the participant. The participant shall follow instructions during the course. All damage that is a result of the misconduct of the participant will be recovered from the participant. Keep in Dutch holds the right to remove the student from the lesson in case of misconduct. The participant is personally liable for own damage to arise during the travel to, from, or during the stay at the course location. The student hereby indemnifies Keep in Dutch from all claims as mentioned in this clause.