

## Terms of Service DutchNL

- For applications, you use the (digital or paper) application form. Your registration is only valid after we have received an application form.
- DutchNL sends a digital invoice after receipt of the application form.
- In-company courses will only take place after acceptance of the offer.
- DutchNL sends a digital invoice for an in-company course after receipt of the signed offer.
- The course fee should be paid before the course starts. If you have not paid the course fees before that day, you will not be allowed to participate in the course.
- Payment in two installments is possible if so agreed.
- Payment can be done cash or by bank transfer to **Docentinel** Rotterdam, IBAN NL30 TRIO 0197 8801 77, BIC/SWIFT code TRIONL2U of Triodos Bank Zeist, stating the invoice number.
- All proposals and offers of DutchNL are without commitment, unless a term for acceptance has been stipulated. After this term has expired, the offer's validity ends.
- Study- and material expenses, coffee breaks and a certificate of achievement are included in the course fee, unless stated otherwise.
- VAT is exempted. In case DutchNL becomes liable to pay VAT, we will be obliged to pass on price increases.
- Repayment of the course fee only takes place if the course is full or if it is cancelled by DutchNL for (non-urgent) reasons. In these cases, a (partial) course fee may be refunded.
- Once a course has started, the course fee will not be returned to you, not even in parts, irrespective of your reason for cancelling or absence.
- For private face to face courses, you can cancel or postpone certain lessons provided they notify DutchNL, by email only, no later than 24 hours before the actual day of the lesson; for example no later than Monday 2:00 pm for a lesson scheduled 2:00 pm for a lesson scheduled on Tuesday.
- No private class missed without notice can be recouped.
- If you cancel an in-company course after acceptance of the offer then 50% of the total course fee will be charged.
- DutchNL reserves the right to cancel a course at any time in case there are not enough students. If a course is cancelled, the course fee is refunded by return.
- DutchNL takes no responsibility for damage to persons and/or possessions, nor for missing personal possessions, regardless of cause, ensuing from activities organized by DutchNL.
- All lessons are taught by fully qualified teachers with specialization Dutch as a second Language.
- DutchNL reserves the right where necessary to change the course teacher or the location of the course. A change of teacher or location shall not give rise to repayment (in whole or in part) of the course fee.



- Complaints can be filed with the owner, Leni van Vlijmen, by mail or e-mail. Your complaint will be handled confidentially. DutchNL will try to solve the problem together with you within one month. If the outcome is not to your satisfaction, you can go to court.