

## GENERAL TERMS AND CONDITIONS (GTC)

effective from 01 January 2017

### 1. GROUP COURSES

#### 1. Absence

Compensation for missed lessons cannot be granted. This also applies to sickness and other reasonable hindrances of students, which do not fall under the school's sphere of responsibility.

#### 2. Number of participants

If the minimum number of participants in a group is not attained, the school management is entitled to cancel the course or to reduce the number of lessons. If a group designed for 3 – 6 students has only 2 students, the course length per event will be 60 instead of 90 Minutes. As soon as a third member joins, the course length will be 90 Minutes.

#### 3. Cancellation or postponement prior to course start

Agreed language courses can be cancelled or postponed free of charge up to fourteen days before commencement of the course. This must be done in writing by letter or e-mail. The date of receipt of notice at inlingua is considered as the relevant date. Cancellations and postponements received by inlingua less than fourteen days prior to the start of the course will incur a service charge of CHF 300.00.

#### 4. Cancellation after course start

Courses are designed for a fixed term and may not be terminated. In case of cancellation during the agreed course period, or non-attendance at the beginning of the course, the entire course fee is still due for payment. No reimbursement or credit for prepaid course fees is possible.

### 2. PRIVATE AND COMPANY COURSES

#### 1. Absence from private tuition or company classes

Course participants schedule their lesson plan by arrangement with the school. Agreed appointments may be cancelled or postponed by phone (044 291 51 51) or by e-mail (info@inlingua-zh.ch). The information must be received by at least 2 pm of the preceding business day (for appointments on Monday, Friday 2 pm of the previous week is the deadline). Cancellations arriving at the secretary's office after 2 pm are considered to be late. In this case, the appointment will be charged at the regular rate.

#### 2. Validity, termination or transfer upon the start of the course

The lesson balance is valid during two years. At the end of two years it expires. Within this term, the lesson balance may be used for another course, may be transferred to a third party or to another



inlingua Sprachschule  
Badenerstrasse 15  
8004 Zürich



T 044 291 51 51  
info@inlingua-zuerich.ch  
www.inlingua-zuerich.ch



PostFinance AG  
Konto: 61-253390-4  
IBAN: CH70 0900 0000 6125 33904

inlingua school in Switzerland. The termination of a one-to-one tuition course is possible and must be submitted in writing. Within the two years, any remaining balance may be refunded, transferred within to a third party or to another inlingua school. If the course was paid by a company, the credit balance is exclusively the property of the company itself and may also be used by it for another employee of the firm.

### 3. GENERAL INFORMATION

#### 1. Length of a lesson

The length of a lesson period amounts to 45 minutes. A break of 5 minutes is included therein.

#### 2. Terms of payment

Unless explicitly otherwise agreed, the terms of payment are according to the terms indicated on the invoice and/or in the training agreement.

#### 3. Change or absence of teachers

inlingua retains the right to substitute the appointed teacher temporarily or permanently. inlingua assumes no liability for cancelled lessons due to e.g. illness of the teacher. Lessons cancelled by inlingua will not be charged in any case.

#### 4. Teaching resources

The cost of teaching materials is not included in the course fee; it will be charged separately.

#### 5. Complaints

In the case of problems or appeals, please contact the school front office.

#### 6. No liability due to thefts

Please pay attention to your valuables. Never leave them unattended in the classroom. For any losses of valuables we cannot assume liability.

#### 7. Enticement of teachers

Enticement of teachers (e.g. for one-to-one lessons) is prohibited. In each case of violation a contractual penalty in the amount of CHF 5'000.00 is due.

#### 8. Place of jurisdiction

If irreconcilable differences arise and legal steps are taken Zürich shall be the competent place of jurisdiction.



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