

## GENERAL TERMS AND CONDITIONS (GTC)

### 1. GROUP COURSES

#### 1.1 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. Upon request we will try to organize a virtual participation via Zoom.

#### 1.2 Cancellation after course start

Courses are designed for a fixed term and may not be suspended or cancelled. 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 previously paid course fees is possible.

### 2. PRIVATE AND COMPANY COURSES

#### 2.1 Absence

Course participants schedule their lesson plan in agreement 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 notification must be received no later than 2 pm of the preceding business day (for appointments on Monday, Friday 2pm 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.

#### 2.2 Cancellation after course start

The lesson balance is valid for two years. After two years it expires. Within the two years, any remaining balance may be used for another course, may be refunded, transferred to a third party or to another inlingua school. In case of a refund, the amount paid out may be adjusted to a higher price per lesson. The termination must be submitted in writing. If the course was paid by a company, the credit balance belongs exclusively to the company itself and may be used for another employee of the firm.

### 3. GENERAL INFORMATION

- 3.1 The length of one lesson is 45 minutes including a break of 5 minutes. One session usually lasts 2 lessons or 90 minutes including a break of 10 minutes. Sessions of only 60 minutes have no break.
- 3.2 The course contract constitutes itself through oral or written booking of a specific course. The course can be cancelled up to 3 business days after issuing the invoice. Thereafter the full fee is due.
- 3.3 The terms of payment are in accordance with the terms indicated on the invoice. Unless explicitly otherwise agreed, the payment is due by course start.
- 3.4 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.
- 3.5 The cost of teaching materials is not included in the course fee; it will be charged separately.
- 3.6 Please pay attention to your valuables. Never leave them unattended in the classroom. For any loss of valuables, we cannot assume liability.
- 3.7 Enticement of teachers (e.g. for one-to-one lessons) is prohibited, in each case of violation, a contractual penalty of CHF 5'000.00 is due.
- 3.8 In the case of problems or appeals, please contact the school front office. If irreconcilable differences arise and legal steps are taken, Zurich shall be the competent place of jurisdiction.



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