

General Terms and Conditions of the Language School Claudia Koch.

By registering you accept the terms and conditions of the Language School Claudia Koch.

1. Application

An application is required in writing by using the posted application form or a confirmation letter. Any application handed in is binding and describes a legal **contract** between the applicant and the school of Claudia Koch.

2. Course Fee/Payment

The course fee is due before the first lesson takes place by payment slip. The payment includes the defined lessons and a classification interview or test.

Teaching materials such as books or copies are not included and are to be bought separately. Should the course fee not have been paid before the second class takes place, the student will be excluded from class until the fee is paid in full. Missed lessons will not be subject to replacement or refund. If a participant drops out, cancels, misses lessons or does not show up for the course, the fee is due in full. Each reminder sent by post is charged at CHF 10. — .

3. Conditions for Holding the Courses

Small group courses must have a maximum of 6 students and a minimum of 3 students to be held. The exact course dates will be scheduled in advance.

4. Withdrawal

Withdrawal up to 14 days before the course commencement or before the first agreed private lesson will be refunded with a deduction of CHF 100. — Generally, no cancellation of the contract is possible, except for serious illness, accidents and the like. In such cases, a medical certificate or other official documents will need to be shown. If accepted, the course fee is reimbursed, minus an administration fee (Fr. 100. --) and the value of the lessons attended.

5. Missed Lessons

Missed lessons in a group course are generally not replaced. Course fee refunds are not possible. If participants pull out from the course, there is no right to a refund. Fixed dates for agreed private lessons can only be rescheduled, if the teacher is able to organize an alternative within a reasonable period of time. **Cancellations require at least 24 hours notice on workdays, classes after the weekend (on Mondays) at least 72 hours.**

Single missed lessons are not subject to any replacement. In case of a longer absence (from 3 weeks) proved by a medical certificate, the missed hours are transferred to the next quarter. No refund is paid.

In case of illness of the teacher, the lessons will be rescheduled. The students agree to facilitate finding an alternative solution. If the majority agrees to a date for a rescheduled lesson, it is considered final and the lesson will be completed. Participants have no further claims.

6. Exclusion

Whenever there is repeated intentional or reckless disruption, inappropriate behaviour towards other students or the teacher such as aggressiveness, sexual harassment or fundamental opposition to the school rules, the individual will be, after a single warning, ejected from the course without any refund or other demand. Participants are excluded in the same way if the course fee is not paid by the second lesson.

7. Liability/ Insurance

In the case of accidents, the school declines any responsibility. The students are solely responsible for adequate insurance. Damages to materials and the schoolroom will be charged to the person responsible.

8. Privacy Policy

Your personal data will be treated confidentially and only used internally.

9. Adaptive Law and Place of Jurisdiction

On any contractual relationship only Swiss law applies. Justice and jurisdiction for any disputes are to be undertaken in Schaffhausen.