

## General conditions

These conditions are applicable to specific courses and trainings which are offered by easyNL to individuals or groups from companies, to state or semi-state institutions or to private individuals.

The term course refers to the standard (evening) course offered by easyNL at beginner's level, pre-intermediate, intermediate, pre-advanced, advanced and proficient level. The term lesson refers to the weekly lesson of a course. The term participant refers to a member of a course.

The term training refers to a made-to-measure training for which a specific proposal has been drawn up. The term session refers to a lesson of such training. The term client refers to the ordering customer of training.

1. All offers and price quotations are made without any obligation.
2. Subscription takes place after an intake interview and/or an intake test and/or a general information meeting and is based on the indicated fee of the course or the quoted price for the training.
3. In the intake interview and during the general information meeting, the next topics are addressed:
  - a. the aims of the course/training
  - b. the contents of the course/training
  - c. the number of lessons/sessions
  - d. the total investment in terms of study time
  - e. testing
  - f. the Common European Framework of Reference for Languages
  - g. practical affairs like time and dates, duration and location of the course/training
  - h. other relevant aspects like personal background, personal learning style and specific wishes or needs of participants/client
4. Intake interview, testing (both intake and final test) and study materials (books, CD-ROM, e-learning facilities and other study materials) are included in the fee/price of the course/training, unless it has clearly been stated otherwise.
5. Subscription to a course takes effect by completion and signing of the enrolment form provided by easyNL. By subscription you are due to pay the course fee. The contract for a training shall take effect on the acceptance in writing or mailing by the client of the offer submitted by easyNL.
6. During 14 days after subscription you have the right to cancel the subscription without a stated reason.
7. After subscription or written acceptance, easyNL will send an invoice to the participant/client.
8. Up till now easyNL is not accountable for VAT (BTW) for educational activities. We will charge the legal VAT tariff if easyNL becomes accountable for VAT (BTW).
9. The fee/price of the course/training should be paid within 30 days of the date of the invoice.
10. easyNL reserves the right to cancel a course if there are not enough subscriptions. Fees which have been paid will be reimbursed to participants within 14 days after the announcement of the cancellation.
11. If the participant or client wants to cancel/postpone the participation to the course or training the following arrangement of payment is applicable:
  - a. in the event of cancellation or postponement within 14 days after the first lesson of the course, no payment is indebted.
  - b. in the event of cancellation or postponement more than 14 days after the first lesson of the course the full price of the course is indebted.
  - c. in the event of cancellation or postponement of a training within 14 days of acceptance, no payment is indebted.
  - d. in the event of cancellation or postponement of a training more than 14 days after acceptance, 20 % of the price of the training is indebted unless it is agreed to decide otherwise.
12. The schedule of lessons of the course is distributed at the start of the course. If lessons are cancelled for unforeseen reasons, the missed lessons will be preferably planned before the intended end date of the course in mutual agreement with the participants in order to make up for the missed lessons. If necessary, the course can be prolonged for maximally 2 weeks.
13. The schedule of training sessions is arranged with the client. If sessions are cancelled because of the incidental absence of the participant(s) to the training or due to reasons which are situated with easyNL, the planning of new sessions will be discussed in mutual agreement in order to make up for the missed sessions.
14. All study materials which have been developed or adapted within the scope of the course or training, remains the property of easyNL.
15. For training on location (in-house training) travel time and travel costs are charged beyond 8 kilometers of the location of easyNL (Roelofspad 10, Eindhoven).
16. All information provided by you is treated by the entrepreneur, his staff and / or persons employed by the entrepreneur confidentially. The entrepreneur conforms to the applicable privacy legislation.