



## **NPtaal language school terms of service as of the 2nd of December 2019**

### ***Definitions***

- **Registering for a course:** a person signs up for a course of their choice by sending in the form available on the NPtaal website in the contact/sign up tab.
- **Student:** a person that has been signed up by their (client) organization or who has signed themselves up for a course organized by NPtaal and have received a confirmation from NPtaal that they have been accepted.
- **Course:** a set of lessons about a selected foreign language, as agreed upon earlier with the student or students. A course can be carried out for either a group of students (group course) or for a single student (individual lessons). A course must include a minimum of 6, 1-hour long lessons.
- **Client:** any company, institution or person that has signed an agreement with NPtaal.
- **Agreement:** NPtaal terms of service, as listed below, together with the student course registration. This registration is confirmed by the NPtaal confirmation form.
- **Course registration confirmation form:** a form, sent by NPtaal, which is used to confirm that the student can start the NPtaal course which they had signed up for.

### ***NPtaal terms of service***

- The agreement commences on the date of receipt of the confirmation form by the student.
- The agreement between a client and NPtaal is signed, at a minimum of 5 working days, before the start of the planned course.
- The payment for the course has to be done, at a minimum of 4 working days, before the start of the planned course. Otherwise, the student will not be able to start their course.
- The payments for courses should be sent to the following bank account: M. Marczevska IBAN: NL94INGB0702495123 with the invoice number as payment specification.



- Course prices provided on the website do not include the 21% VAT tax.
- Course prices provided on the website do not include possible additional costs, such as, travel or study material preparation costs.
- The lesson must be canceled at least 24 hours in advance. In the event of no cancellation or late cancellation, 50% of the costs of the canceled lesson will be charged.
- A client can resign from a course that they're registered in. If the course is cancelled no later than 3 days before the planned start date then the payment is refunded, minus a 60 euro cancellation fee. If the course is cancelled with less than 3 days until the planned start date then the cancellation cost is equal to the cost of the whole course and the payment is not refunded.