

Terms & Conditions

► Booking a Language Tour

Please use the enrollment form provided by us for booking your language course. Your travel booking with the school is binding as soon as you have received written confirmation of your enrollment. As a rule, you will receive confirmation within the shortest time possible.

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► Payment of the Language Tour

After receiving written confirmation of your booking, a 10% deposit of the total language tour price (maximum 250 Euro) is due per participant. The deposit is subtracted from the total tour price. The outstanding balance of your course fees (90% of the total price) is due three weeks before your departure. Please transfer both payments to our bank account.

When a customer defaults on payment of either the deposit or outstanding balance according to previous agreement of payment deadlines and notification of late payment, the school is entitled to rescind the contract and claim compensation for failure to fulfill obligations.

► Travel Documents

You will receive informational materials and travel documents approximately three weeks before your departure. These include the language school and respective accommodation (host family, hotel, etc.) addresses.

► Classes

Classes that fall on holidays will be cancelled without replacement. Some classes may also be missed due to the placement test on the first day.

► Services

The information contained in the catalog is binding for the school as it constitutes the basis of the travel contract.

► Cancellations

You can cancel your language course at any time without having to provide reasons for your decision. In your own interest and to avoid misunderstandings, we ask you to submit your cancellation in writing. If you cancel your language course up to 8 weeks before the scheduled departure, a processing fee in the amount of 10% of the total fees will be charged. If cancellation is received within 4 to 8 weeks before the scheduled departure, a processing fee in the amount of 25% of the total fees will be charged. If cancellation is received within 2 to 4 weeks before the scheduled departure, a processing fee in the amount of 50% of the total fees will be charged. If cancellation is received less than 2 weeks before the scheduled departure, a processing fee in the amount of 80% of the total fees will be charged. Should a student fail to start his/her language course on the scheduled date, the cancellation fee amounts to 100% of the total fees. Booked services that are not made use of are not refunded.

► Liability

The school will not be held liable for loss, damage or injury to persons or property.

► Exclusion of Claims and Limitations

All considerable claims against the organizer on the basis of default must be asserted within one month of the contractually intended completion of the language tour. In the interest of the customer this should be performed in writing. After this deadline the participant's claims will only be considered valid if he was unable to adhere to this time limit independent of negligence.

► Illegal Substances

Illegal substances and alcohol are not permitted during the programme. Students who fail to comply with the programme rules will be sent home at their parents' expense.

Any information or descriptions in relation to the school presented in other materials/brochures is being replaced by this document.