



## General Terms and Conditions

# inlingua Léman & Aareland

### REGISTRATION/RENEWAL

The registration for a course or the renewal of a course is completed by a written agreement between the customer and inlingua or by the partial or total payment of the invoice.

### MINIMUM REGISTRATION

SOLO and DUO = 10 hrs

WEEKLY = 4 consecutive weeks (2 consecutive weeks if single participant)

INTENSIVE = 1 week (5 consecutive days)

### CONDITIONS OF PAYMENT

Unless otherwise stated, our invoices are due and payable within 30 days. We offer the choice between Postpay billing (monthly statement of lessons taken) or Prepay billing (global invoice for the entire course). The only exception is the INTENSIVE course, which is due and payable in advance (before beginning the course).

### CONDITIONS FOR CANCELLATION BEFORE THE START OF THE COURSE

Any and all cancellations must be submitted solely and exclusively in writing to the secretariat. The cancellation will be confirmed to you in writing as well within three working days.

15 days before the start of the course or earlier: inlingua retains 10% of the total amount.

Between 2 weeks and 8 days before the start of the course: inlingua retains 30% of the total amount.

Between 7 and 0 days before the start of the course: inlingua retains 100% of the amount.

### CONDITIONS FOR CANCELLATION AFTER THE START OF THE COURSE

WEEKLY and INTENSIVE courses: Cannot be cancelled or interrupted. All courses that have started must be paid in full. There are no refunds or make-ups for missed lessons.

SOLO and DUO courses: Students may transfer their remaining lessons to a third party, request an extension of their validity period, or transfer the value of any credited lessons to any inlingua center in the world. If none of the above options are chosen, no refund is possible.

### VALIDITY PERIOD OF THE LESSONS

Purchased lessons must be fully taken within one year of the date of registration or extension. After this point, they are forfeit.

### RENEWALS

The administration automatically contacts the students before a course ends, usually three lessons before its end. The sole exception is for INTENSIVE courses, which students must renew at the latest by Thursday noon for the following week.

### GROUP COMPOSITION AND NUMBER OF STUDENTS

The decision to open the WEEKLY and INTENSIVE courses is solely and exclusively at the discretion of inlingua. We reserve the right to make any and all changes at any time necessary to ensure the smooth performance of the course. The customer's cancellation or interruption of the course because of the composition or restructuring of a course and for any reason whatsoever is precluded and will result in the loss of the balance available for the customer's use.

inlingua offers group courses with as few as one enrolled student. Whenever a group is formed from its inception or suddenly falls to 1 participant, the number of consecutive lessons is adjusted as follows:

#### WEEKLY course

4 weeks (1 hour 30 minutes/week) for between 2 and 4 participants, 2 weeks for a single participant.

#### INTENSIVE course

1 week (2 hours 30 minutes/day) for between 2 and 4 participants, 1 hour 15 minutes/day for a single participant)

### SCHEDULING

WEEKLY and INTENSIVE courses: Schedules are fixed and set by inlingua in agreement with the customer. They cannot be changed by the students or the trainer for the duration of the course.

SOLO and DUO courses: The schedule for the first lesson is set by inlingua. The schedule for the following lessons is agreed by the student(s) directly with the trainer during their lesson or exclusively with the administration if the next lesson cannot be scheduled at that time. inlingua does not accept any responsibility for errors and their consequences that could result from the failure to observe this procedure.



## ABSENCES

Any absence must be reported as soon as possible solely by sending an e-mail to [office@inlingua-leman.ch](mailto:office@inlingua-leman.ch)

## WEEKLY and INTENSIVE courses

Missed lessons are not refundable and cannot be made up. This rule also applies in case of illness or any other reason beyond the control of inlingua.

## SOLO and DUO courses

Lessons cancelled before 5:00 p.m. the day before (5:00 p.m. on Friday for Monday lessons) are not charged. Any cancellation (for whatever reason, even in case of force majeure) occurring after these deadlines is considered late and will result in the loss of credit.

## TRAINER

inlingua reserves the right to replace the trainer temporarily or permanently for good reason. The customer cannot claim any compensation following a change of trainer.

Classes cancelled by inlingua owing to illness or other hindrances of the trainer are never charged to the customer and must be made up afterwards.

It is strictly forbidden to engage (with or without remuneration, as an employee or as a freelancer) a trainer or former trainer for language courses apart from inlingua. Failure to comply with this provision will result in a penalty of CHF 15'000 per incident.

## BREAKS DURING THE COURSE

The coffee break, if desired by the students, is included in the course duration.

## COMPLAINTS AND PROBLEMS

Our teams are available to the students and the people in charge of the organization of the courses if there should be any problems or complaints.

## THEFT

Please do not ever leave your belongings unattended. inlingua is not responsible any items lost or stolen on its premises or during lessons given away from the premises by its trainers.

## PROPER LAW AND VENUE

Legal relationships between the customer and inlingua Léman/Aareland are governed by Swiss law. The place of performance, the exclusive venue for any and all types of proceedings and lawsuits is Lausanne (for courses conducted by Moraine SA) and Geneva (for courses conducted by EFP SA).

## Lausanne / Geneva 04.2023

**inlingua,**  
your  
specialist  
in languages  
since 1968!

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**Bank Information**  
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