

General Terms and Conditions – Dutch with Dian

1. Applicability

1.1 These General Terms and Conditions apply to all registrations for courses, private lessons, and group lessons offered by Dutch with Dian, and become effective from the moment the student registers (via the website, email, phone, or in person) for one or more lessons.

2. Group lessons – The Talking Club & Courses

2.1 All group courses/lessons are conducted online in a virtual classroom, unless agreed otherwise. Prior to the start of the course, the student will receive course details such as lesson materials (sometimes the students has to purchase a book) and a link to participate via email.

2.2 Dutch with Dian's group courses are organized by proficiency level. If a student is unsure of which level suits them, the student may contact Dutch with Dian for further guidance, or the student may look on the website – about – FAQ to understand more about each level. Registration for a particular level remains at the student's risk; if it becomes apparent during the course that the chosen level is too easy or too challenging, re-registration to another level may not be possible.

2.3 Different packages are available for The Talking Club. For a 10-package and a 15-package, the student gets a lesson every week, so all weeks in a row. For a 8-package, the student gets every other week a class. Important for this is that the student may not choose their weeks by themselves; the weeks that the student will attend is clear at the beginning of the package and the student and teacher will have contact about this beforehand.

2.4 If a student misses one or more lessons, this is at their own risk. While refunds for missed lessons are not offered, the chat of the videocall may be made available for review together with the homework for the courses.

3. Tailor-Made Dutch Classes (Private Lessons)

3.1 Tailor-made classes take place online in a virtual classroom, unless explicitly arranged otherwise between the teacher and the student. Course details, including lesson materials and access links, will be sent via email prior to the start of the lessons.

3.2 The content and focus of the tailor-made classes are agreed upon between the teacher and the student(s) prior to the commencement of the lessons.

3.3 Classes may be rescheduled up to 48 hours before the scheduled lesson. Any classes cancelled within 48 hours will be forfeited.

3.4 The timetable for tailor-made classes is determined in consultation with the student (before the package starts) and will generally be fixed on a specific day and time each week unless otherwise agreed.

3.5 If a student reschedules a lesson at least 48 hours in advance, the lesson will, where possible, be rescheduled within the planned course period. This may take place on a different day and/or time. It cannot be assumed that the lesson will be rescheduled at the end of the course on the same day and time.

4. Payment and Pricing

4.1 Payment for all courses and lessons can be made via the Dutch with Dian website or by bank transfer. Registration is confirmed upon receipt of payment. Failure to pay by the specified due date may result in the loss of the reserved spot or time slot.

5. Cancellation by the Student

5.1 All courses and lesson packages are non-refundable, as you are reserving your spot in a small group.

6. Cancellation by Dutch with Dian

6.1 If the teacher cannot give a lesson due to unexpected circumstances and no substitute is available, the lesson(s) will be rescheduled together with the group.

If a student has a valid reason why they cannot attend the new date, they will receive a refund for the missed lesson(s).

6.2 If a course is canceled due to low enrollment (fewer than three participants), Dutch with Dian will offer the student the option to switch to a different course, or to receive a full refund.

6.3 All holidays, days off, and vacation days on which no lessons are held by Dutch with Dian will be kept up to date on the website (About – FAQ, at the bottom of the page). For all courses, the course dates are communicated at the beginning. It may happen that one lesson is cancelled during the course for any reason. In this case, the missed lesson will be made up at the end of the course on the same day and at the same time.

7. Changing Registration to Another Course

7.1 If a student is unable to join a course due to unforeseen circumstances, registration may be transferred to a course of the same level starting on a different date, provided that:

- i) a spot is available,
- ii) Dutch with Dian is notified via email at least 14 days before the course start,
- iii) the student has not previously changed the registration, and
- iv) the normal course fee applies.

7.2 A student may also transfer their registration to another person by emailing info@dutchwithdian.com at least three days before the course start, providing the new student's details. Dutch with Dian is not responsible for finding a replacement, nor for transferring payment to the new student.

8. Waiting List

8.1 If a course is full, students may request placement on a waiting list. Should a spot become available, the first student on the list will be contacted via email and given a limited time to accept the spot. If the offer is declined or no response is received within the specified period, the spot will be offered to the next student on the list.

8.2 No rights or guarantees are provided to students on the waiting list.

9. Newsletter and Communication

9.1 When registering for a course and/or requesting updates, students are automatically enrolled in the Dutch with Dian newsletter, sent via email. Students may unsubscribe at any time.

9.2 Dutch with Dian uses student details solely for registration processing, providing relevant course information, and sending promotional offers that may be of interest.

10. Privacy

10.1 Personal data provided by students will be used exclusively for course administration,

communication regarding lessons, and promotional purposes related to Dutch with Dian.

10.2 Personal data will not be shared with third parties without prior consent.

10.3 To protect the privacy of all participants, students are prohibited from sharing class recordings with anyone not enrolled in the course.

10.4 Dutch with Dian may take photos or videos during lessons or related activities for promotional purposes. Students who do not wish to have their images used should notify Dutch with Dian before the start of the course.

11. Liability

11.1 Dutch with Dian is not responsible for guaranteeing that course outcomes meet the student's personal or educational goals. The student is expected to invest the necessary time and effort to achieve the desired results.