

General terms and conditions

1. Registration

Registration for a course is possible at any time using our registration form (paper or online). From the date of receipt of the registration (submitted in person, by post, e-mail, fax or website), said registration is binding and the client agrees to adhere to all conditions of registration herein contained. Non-participation in a booked course, without prior withdrawal approval, does not absolve the student from payment of the fees due. Allocation of seats in a course takes place chronologically in accordance with the school's receipt of registrations. Early registration is recommended as courses generally fill quickly. Mastery of the Latin alphabet is required for course participation. Furthermore, the school reserves the right to require a placement test for admission to and participation in certain courses.

2. Payment

Fees are charged for course participation and are due immediately upon booking. In addition to course fees, a registration fee is due upon a participant's first registration. This registration fee is only refundable in the event that the school cancels a course. Course books are not included in fees unless otherwise noted in the current price lists. There is no value added tax for delivery of services to private individuals. If the service is provided to companies, the legally prescribed value added tax will also be invoiced. Any bank fees incurred are paid by the participant and will be invoiced.

3. Withdrawal

Withdrawal from a course can be made **up to ten workdays before the course start date** for a processing fee of € 50. For withdrawals made **less than ten workdays before a course start date**, all fees are due in full. Withdrawals must be made in writing. **The course refers to the entire booking period selected at registration.** A refund of course fees or partial refund after a course has started is not possible.

4. Change in booking

A change in booking (if seats are available) is only possible in isolated cases, at the sole discretion of the school, **up to ten workdays before the course start date** for a processing fee of € 50. **The course refers to the entire booking period selected at registration.**

5. Course continuation

Registrations are valid for the course described on this registration form. Registrations via this form do not automatically reserve a space in the continuation of said course. Course continuations can only be booked once a participant enters their name on the binding Course Continuation list or by an additional registration (paper or online) or with an email confirming that the participant wants to book a continuation to the originally booked course.

6. Duties and obligations of the school

The school is obliged to provide quality lessons as agreed upon registration. One teaching unit is 45 minutes. No lessons take place on public holidays or Sundays. Any lost classes will not be made up. The school reserves the right, at its sole discretion, to choose or change teachers. Participants are not entitled to demand particular teachers. Should the number of participants in any one course be below the minimum number of participants as described in the current price list, the school reserves the right to reduce the number of teaching units or to combine courses. The school also reserves the right to cancel courses in the event that there are too few participants. In the case of a cancellation, any course fees paid for the period that the course was cancelled will be refunded. The institute has no further obligations with respect to the participant.

7. Insurance

Course fees do not include or entitle the participant to health insurance or to insurance of any kind. It is assumed that the student will attend to their own insurance needs. The school accepts no liability beyond that covered by the school's current liability insurance for loss of or damage to personal belongings or injury to persons.

8. Court of Jurisdiction

The exclusive court of jurisdiction for all disputes related to this contract is Stuttgart, Germany.

The following special terms and conditions also apply:

1. Cancellation appointments for one-to-one and minigroup lessons

Appointments for one-to-one lessons and minigroups can be scheduled flexibly with the teacher. Scheduled appointments can be cancelled, as an exception, up to 24 hours before the start of the appointment (until 4:00 pm on a Friday afternoon for appointments on Mondays) at no charge. The duration of the training will be extended accordingly. Booked one-to-one and minigroup teaching units must be consumed within one year of booking, otherwise they expire.

2. telc and DTZ exam cancellation

Cancellation is only possible before the exam registration deadline and a € 50 processing fee will be incurred. After the registration deadline, cancellation is no longer possible. In the event of illness, 50% of the examination fee can be reimbursed by submission of a doctor's certificate, up to 3 working days after the written examination.

3. „Leben in Deutschland“ exam cancellation

The paid examination fee is non-transferable and cannot be rescheduled to a different date or used for a different examination. Withdrawal from the examination is not possible, even in the case of illness. Examination fees will not be refunded.

4. Request for visa

If a confirmation of registration is needed for submission to a governmental agency (e.g. consulate or immigration authority) in order to secure a visa, course fees must be paid in full at registration. In addition to that, a flat fee of € 100 will be charged for the issuing and confirmation of registration. After receiving this letter of confirmation (visa letter), the following regulations apply in principal and without any exception:

Delay and rejection

If the issuance of your visa is delayed, the start of the booked course can be postponed multiple times within twelve months. The request for postponement must be submitted in writing and at least fifteen working days before the start of the course. For each postponement a € 50 administration fee is charged. In the event that the visa application is not successful, a maximum of **70%** of the course fees will be reimbursed after receipt of the original form of declination. The remaining **30%** of the sum of course fees, a minimum of **€ 400**, will be retained. The flat fee of € 100 and the registration fee will nonetheless be retained for the fulfilled act of issuing and confirming registration. **The course refers to the entire booking period selected at registration. A course cancellation or course postponement is therefore only possible for the entire duration of the booking and must be received in writing a minimum of fifteen working days before the start of the course. Once a visa and thus the permission to travel to the Federal Republic of Germany is granted, it is no longer possible to withdraw from the course or to receive any reimbursement.**

Please turn over!

5. BAMF (Federal Agency of Migration and Refugees) Participants

Participants that are supported by the Federal Agency of Migration and Refugees must observe special conditions of registration. These are provided during the registration process and apply in equal force with these General Terms and Conditions.

6. English/Spanish evening and Saturday courses

Duration of contract

The contract duration is, as a rule, indefinite excepting a minimum duration of three months.

Cancellation

Courses may be cancelled to the end of a calendar month with four weeks' notice, in writing. The date of the school's receipt of cancellation determines the date of cancellation. For courses with a limited duration, a cancellation during the agreed upon duration is not possible.

Payment

Course fees are due by the fifth of each month. Monthly course fees are calculated based on an average of four weeks per month. Months in which public holidays or school holidays result in fewer appointments average out months in which more than four appointments take place. (During the Christmas and Easter holidays, lessons will be cancelled for a short period of time. The period of cancellation will be made public with suitable advance notice.) As a result, the course fees will not be reduced for months with fewer than four appointments.

Datenschutzhinweise

Die im Zuge dieser Anmeldung erfassten Daten, (Name, Anschrift, Telefon, E-Mail, Geburtsdatum, Nationalität, Bankdaten) werden ausschließlich für die interne Verwendung unseres Angebots erhoben und gespeichert.

Zweck der Daten:

Die Daten werden verschlüsselt und intern gespeichert. Der Zugriff von außen ist nicht möglich. Die Daten werden für die Kursverwaltung, Rechnungsstellung, Teilnahmebescheinigungen/Zertifikate und zur Kommunikation verwendet.

Rechtsgrundlage für die Datenverarbeitung

Rechtsgrundlage für die Verarbeitung der Daten ist Art. 6 Abs. 1 lit. b DSGVO.

Dauer der Datenspeicherung

Die Daten werden gelöscht, sobald sie für die Erreichung des Zweckes ihrer Erhebung nicht mehr erforderlich sind.

Dies ist für die während des Anmeldevorgangs zur Erfüllung eines Vertrags oder zur Durchführung vorvertraglicher Maßnahmen dann der Fall, wenn die Daten für die Durchführung des Vertrages nicht mehr erforderlich sind. Auch nach Abschluss des Vertrags kann eine Erforderlichkeit, personenbezogene Daten des Vertragspartners zu speichern, bestehen, um vertraglichen oder gesetzlichen Verpflichtungen nachzukommen.

Taking a break from a course

Apart from Christmas and Easter holidays (as set by the school), it is possible to take a break from a course of two to six weeks per calendar year (minimum of two consecutive weeks for each break). No course fees will be charged for this time period if the school is notified in writing at least two weeks before the start of the break. Breaks are not possible during the period of notification of cancellation. A € 10 processing fee is due for each break.

anglo-german institute

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Rechte des Betroffenen: Auskunft, Berichtigung, Löschung und Sperrung, Widerspruchsrecht

Sie sind gemäß § 15 DSGVO jederzeit berechtigt, gegenüber dem anglo-german institute (Vertragspartner) um umfangreiche Auskunftserteilung zu den zu Ihrer Person gespeicherten Daten zu ersuchen.

Gemäß § 17 DSGVO können Sie jederzeit gegenüber dem anglo-german institute (Vertragspartner) die Berichtigung, Löschung und Sperrung einzelner personenbezogener Daten verlangen.