



Customer conditions

1. Customers can participate in the conversation class ("Round Table") free of charge. There is no obligation on the part of the language school to offer the round table.
2. Invoices are only issued to companies. Billing for other customers will only be carried out via SEPA direct debit.
3. Members must give one month's written notice before the minimum term. At the end of the contract period, in the event of non-cancellation, the contract will automatically be extended one month at a time. SEPA debits are performed every four weeks.
4. For invoice customers (companies), lessons not completed before the expiry date will no longer be valid. If no expiry date is indicated on the invoice, the expiry date is the end of the year in the same year as the date of issue of the invoice. The remaining lessons will be cancelled.
5. Each customer receives fixed dates. A cancelled or missed appointment cannot be recovered! An alternative date is only offered if there is a possibility within the same week of the original date. For course participants, there is no alternative date.
6. There are no classes on public holidays. If possible, an alternative date will be arranged for clients who receive individual lessons. Should this not be possible, the lesson will be cancelled.
7. Only full amounts are debited (i.e. no partial payments). During company holidays (week 1 and week 52), the payments for those periods are reduced to account for the holidays.

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General Terms and Conditions of Tyndale's English Centre

1 **Scope**

- 1.1 The following general terms and conditions apply to all legal transactions of the language school, Tyndale's English Centre Gbr - hereinafter referred to as the school - with the customer - hereinafter referred to as the course participant.
- 1.2 The following contractual conditions in the version valid at the time of the conclusion of the contract apply exclusively to the business relations and contracts for services between the language school and the course participant. The language school does not recognise any deviating conditions of the course participant unless the language school has expressly agreed to their validity in writing.

2 **Terms of remuneration**

- 2.1 The fee is due before the start of the course.
- 2.2 A payment is only deemed to have been made when the amount is available on the school's bank account. Cheques are therefore only regarded as payment after they have been cashed.

3 **Scope of services**

- 3.1 A teacher will teach each agreed lesson for the time indicated on the registration form. There is no entitlement to instruction by a particular teacher. A possible change of teacher does not entitle the course participant to cancel or withdraw from the contract.

4 **Termination**

- 4.1 The contract may only be terminated for good reason. In the event of termination, the participant must compensate the language school for any damage caused by expenses incurred in connection with the course.



5 Term of contract, membership agreement

- 5.1 Unless otherwise agreed, contracts for services provided by the language school are subject to an initial minimum term of one month and a notice period of one month. If the contract is not terminated (in time), it will be extended by one month at a time. Cancellations must be made in writing.

6 Privacy policy and data security

- 6.1 The course participant agrees to the processing of his or her data as necessary for business purposes. The above shall be deemed notification in accordance with § 33 (1) of the Federal Data Protection Act.

7 Final provisions

- 7.1 Place of performance and jurisdiction is the location of the language school. German law applies exclusively.
- 7.2 Should individual provisions of the contract - including those of these General Terms and Conditions - be invalid in whole or in part, this shall not affect the validity of the remaining provisions. The parties shall replace ineffective provisions by effective ones which come as close as possible to the economic purpose of the ineffective provisions.
- 7.3 These general terms and conditions are attached to the corresponding registration form. By signing the registration form or membership agreement or by making a bank transfer to the language school's bank account, the student agrees to these general terms and conditions.