

## **General terms and conditions**

- Tuition times:** Tuition times are between 08.00-22.00. The duration of each lesson is 40 minutes. The preferred times for lessons will be agreed upon at the start of a course, or can be arranged individually with the office.
- Tuition conditions:** Lessons are to be used within a 12 month period from start date. In the event that lessons cannot be used within the 12 month period, they can be transferred to another language or person. There may be charges for new books/materials.
- Re-scheduling of start date:** An administration fee will be charged in the event of re-scheduling the start date, later than 5 working days of course commencement. The fee will be the day's lessons, plus DKK 500,00.
- Re-scheduling of tuition times:** The arranged tuition time can be moved/cancelled by telephone to our head office (+45 98160499) no later than 2 p.m. the day before. For lessons on Mondays, no later than 2 p.m. Friday. There will be no service fee charged. If the course extends over the expected finishing date, you may have to choose other days and times for tuition. Lessons will be lost in the event of cancelling later than the above mentioned times.
- Conditions of payment:** Payment prior to course commencement date.
- Driving supplement cost:** If teaching takes place at the firm's address, then the firm can expect to pay a driving supplement cost according to the rate of the State at the time. If the rate alters throughout the duration of the course, then a supplement has to be paid for the difference between that which has already been paid and the new rate. If the rate is reduced at any time, then Damsø & Damsø Sprogskoler will pay the difference.
- Force majeure:** Payment is not cancelled if the client, due to personal problems or force majeure (war, strike, natural disaster or similar) is prevented from completing the course. Damsø & Damsø Sprogskoler is not liable for any failure to perform the contractual obligations, if such failure is due to force majeure. Therefore, the client cannot cancel the agreed lessons, claim a reduction of the price, or receive compensation.
- Tasks performed outside tuition time:** A fee will be charged for translation tasks, or any other task, performed outside the agreed tuition time.
- Beverages:** Damsø & Damsø Sprogskoler provide tea and coffee refreshments.

We look forward to a successful course and would like to take this opportunity to welcome you.