

# HOEZO

**Terms and Conditions**

**Cancellations Policy**

This document provides learners and instructors with an overview of the means to evaluate progress during the course as well as during final progress assessments. This overview also shows which HOEZO course competences are targeted above those of a standard CEFR course, and how these competences are to be evaluated and assessed.

The Hoezo intensive courses are aligned with CEFR guidelines, offering clear proficiency levels for learners. Assessments are designed to meet global standards and specific learning objectives, ensuring consistency and effectiveness.

1. By following CEFR guidelines, learners, instructors, have a transparent understanding of proficiency expectations at each course level.
2. Adherence to CEFR standards ensures consistency and quality across all courses, facilitating fair evaluation and recognition of language skills.
3. The document provides learners and instructors with a framework to tailor lessons accordingly, enhancing the relevance and effectiveness of the course.
4. Clear proficiency levels and assessment criteria enable both learners and instructors to monitor progress effectively, and facilitating targeted support where needed.

# Table Of Contents

<b>TERMS AND CONDITIONS</b>	<b>1</b>
Privacy statement	1
Requesting non-binding information	1
1. Group courses	1
1.1. Enrolling for a course	1
1.2. Duration of the agreement	1
1.3. Cancellation of a course	1
1.4. Cancelled classes	1
1.5. Missed lessons	2
2. PRIVATE LESSONS	2
2.1. Packages	2
2.2. Absence	2
3. IN-COMPANY LESSONS AND COURSES	2
3.1. Cancellation	2
3.2. Cancelling a lesson	2
4. COST AND PAYMENT	3
4.1. Method of payment	3
4.2. Lesson fees	3
4.3. Amendment of fees	3
4.4. Refund of tuition fee	3
4.5. Guarantee and complaints procedure	3
5. LIABILITY	4

# Terms and conditions

## Privacy statement

All information provided to Hoezo Dutch Course will remain confidential and will be dealt with with the utmost care. The collected data will not be provided to third parties.

## Requesting non-binding information

By requesting information about a class, you only demonstrate your interest in this class. No obligations or rights can be derived from our response to your enquiries.

## 1. Group courses

### 1.1. Enrolling for a course

Upon receipt of the enrolment form or a written confirmation by e-mail, an enrolment for a group course or private lesson is completed and the student agrees with these terms and conditions.

### 1.2. Duration of the agreement

Following enrolment, the agreement with the student is valid until the end of the course for which they have enrolled.

### 1.3. Cancellation of a course

Hoezo Dutch Course may decide to cancel a group course due to insufficient enrolments. In that case, the enrolled student(s) will no later than one week before the start of the course be notified hereof, and the full tuition fee will be refunded.

### 1.4. Cancelled classes

Scheduled lessons of group courses that, for whatever reason, are cancelled by Hoezo Dutch Course, will be rescheduled at the end of the course. Students should therefore be aware that the end date of a course might be extended.

## **1.5. Missed lessons**

Missed group lessons cannot be rescheduled. Students can book an extra private lesson to compensate for the missed class against a catch-up fee of EUR 50,-.

# **2. Private lessons**

## **2.1. Packages**

Packages expire six months after purchase. Packages are non-refundable and non-transferable.

## **2.2. Absence**

If the student is prevented from taking part in a scheduled private lesson, they must report their absence by email to the teacher at the latest 2 business days before the start of the lesson. If this notification is sent less than 2 business days before the start of the lesson, this lesson will be invoiced in full.

# **3. In-company lessons and courses**

## **3.1. Cancellation**

Please note that when cancelling an in-company course prior to the start of the course 50% of the course/lesson fee will be charged. If the course is cancelled one month (or later) prior to the start/or during the course, 100% of the course fee is billed.

## **3.2. Cancelling a lesson**

If a lesson needs to be cancelled and rescheduled, this is possible up to 48 hours prior to the start of the lesson by informing both Hoezo Dutch Course and the teacher via email. If Hoezo Dutch Course and the teacher are notified later than 48 hours before the start of the class, the lesson will be counted and cannot be rescheduled.

## **4. Cost and Payment**

### **4.1. Method of payment**

Payments can be done via iDEAL or creditcard or by invoice. The following account details and the reference number as stated on the invoice should be used to pay by bank transfer:

Account holder: Hoezo Dutch Course

IBAN:

The invoice period is 14 days after receipt of the invoice.  
Payment in instalments is possible.

### **4.2. Lesson fees**

Lesson and course fees are published on [www.hoezodutchcourse.nl](http://www.hoezodutchcourse.nl). There will be no deviations from these fees unless otherwise agreed. Quoted course fees are free of VAT, and exclusive of books or other class material, unless otherwise communicated. Other services, such as business language training are exclusive of 21% VAT.

### **4.3. Amendment of fees**

Fees are subject to change.

### **4.4. Refund of tuition fee**

Upon enrolment, the student is obliged to pay the tuition fee for the full course. Refund of the tuition fee will take place if the student revokes their enrolment at the latest two weeks before the start of the course. If cancellation is requested within two weeks before the start of the course, the student may send a written request for reimbursement to [enrol@hoezodutchcourse.nl](mailto:enrol@hoezodutchcourse.nl) with statement of the reasons thereof. In case of a refund, EUR 50 of administrative fees will be deducted. After the start of the course, the student does not have any right to reimbursement of the fees with respect to the remaining lessons.

### **4.5. Guarantee and complaints procedure**

Hoezo Dutch Course guarantees that lessons that are paid for are actually provided to the students. In addition Hoezo Dutch Course guarantees the quality and reliability of the courses and strives to continuously optimize this quality and reliability. Any complaints may be submitted in writing and will be responded to in writing at all times. The nature of the complaint must be clearly described. A complaint can never be submitted anonymously. When handling complaints lodged in writing, full confidentiality is ensured. We will respond to a written complaint within four weeks. Receipt of a complaint will be confirmed.

## **5. Liability**

Hoezo Dutch Course is not liable for any damage to persons and/or property, or for the loss of personal property that may in any way be associated with activities organized by Hoezo Dutch Course, regardless of the cause of the damage or loss.