

Terms and Conditions

1. Enrolment

Fill in the enrolment form and send it to us via post or email. You can also enrol in our office. Within two business days after your enrolment, we will send you a booking confirmation as well as the invoice and your place in the course will be reserved. The costs must, at the latest, be paid 14 days before the course starts.

2. Payment

Via bank transfer:

Sprache & Kultur Cloos KG
Brockmannngasse 81, 8010 Graz
Steiermärkische Bank
IBAN AT 36 2081 5000 0187 7505
BIC STSPAT2GXXX

3. Changes/Cancellation

If you want to cancel your course reservation or want to transfer your reservation to another course, inform us of this decision in writing or via phone immediately. Unless other agreements have been made, the following costs have to be paid in the event of cancellation:

- more than 4 weeks before the course starts: no costs.
- between 11 and 30 days before the course starts: you can either choose a course that starts at another date free of charge or you have to pay 20% of the course fee.
- less than 10 days before the course starts: 50% of the course fee.
- less than 5 days before the course starts: entire course fee.

It is possible to transfer the course to another person without changing the course dates. If the course participant does not participate in the course, no refunds will be granted once the course has started.

A cancellation becomes effective once sprache & kultur has received your cancellation either in writing or via phone.

4. Liability

Please accept that sprache & kultur cannot accept financial liability for unforeseeable catastrophe or personal or health-related problems. We do not assume liability for accidents and illnesses of the course participants during the course.

For any damage or injury caused by the participant, the participant is directly and immediately liable towards the aggrieved party..

5. Guarantees and general conditions

The course fees cover the course as booked, learning materials, placement and final test, participation certificate and consulting services. One lesson (UE) lasts 45 minutes. The maximum number of participants is 8, the minimum number of participants is 4.

If the minimum number of participants is not met, sprache & kultur reserves the right to postpone the course, cancel the course or reduce the number of lessons. No refunds will be granted for lessons that the participant missed through their own fault.

There will be no classes on legal holidays. .

6. Statement of agreement

By booking and paying for a sprache & kultur language program, you accept the above terms and conditions.

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