



# TERMS AND CONDITIONS

## INDIVIDUAL TUITION

### 1. PAYMENT

- 1.1. The minimum booking for a tailor-made group course is 10 teaching units (1 TU = 1 sessions of 45 minutes). The lessons are always offered as double-sessions (90 minutes).
- 1.2. Courses under 20 lessons are charged in full before the classes start. Courses over 20 lessons can be paid in 2 instalments, 50% on enrolment, and a second instalment halfway through the course.
- 1.3. We accept cash, cheques, credit and debit cards. There will be a 2.5 % surcharge for credit cards. Unless stated otherwise books must be purchased separately.

### 2. COURSE CANCELLATIONS AND REFUNDS

- 2.1. Fees are non-refundable once a course has started.
- 2.2. In case of cancellation up to three days prior to the start of the course, the course fee is refunded less an administrative fee of 10% of the course fee.

### 3. CANCELLING SESSIONS

- 3.1. Cancellations must be received at least 24 hours beforehand. For lessons taking place on Monday, cancellations must be submitted by Friday 3pm at the latest. Please inform your teacher **and** the Language Office.
- 3.2. Missed sessions can be rescheduled for a date within the duration of the contract. Any other arrangement is at the sole discretion of the Goethe-Institut Glasgow.
- 3.3. In the event of lessons being cancelled by the teacher (sickness, unforeseen circumstances) we will inform at the earliest possible opportunity and provide a replacement unless otherwise instructed. If a replacement cannot be found, the session will be rescheduled within the timeframe mentioned.

### 4. ADDITIONAL SERVICES

You are entitled to free membership of our library for the duration of your course.

### 5. LIABILITY OF THE GOETHE-INSTITUT

... and its staff is limited to intent and gross negligence. The Goethe-Institut also accepts no liability for the cancellation of its services due to force majeure (e.g. natural disasters, fire, floods, war, official orders and all other circumstances beyond the control of the contractual parties).

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