

## **Additional conditions of STE Languages**

### **These conditions serve to supplement the Terms and Conditions for Business-to-Business Training and Education of sector association NRTO.**

#### *Payment by the company*

Payment should take place no later than 30 days after the date of invoice.

When a company purchases a training course for the first time, payment should take place no later than 10 days after the date of invoice. If this payment was on time, the term for payment for future courses is 30 days.

The client should pay for all of the costs involved (including debt-collection costs).

#### **Payment by private individuals**

Payment must take place before the commencement of the course.

The person following the course will pay for all of the costs involved (including debt-collection costs).

#### *Cancellation of enrolment*

Cancellation of a(n) enrolment / registration must always be in writing.

A penalty of € 150.00 will be owing on cancellations made at least 10 working days in advance of the commencement of the course to cover the costs of administration and the intake interview. *In the case of an Open Enrolment course a deadline of five working days before the commencement of the course will be applied.*

For cancellations made after these deadlines but before the commencement of the course 50% of the total amount will be owing.

When a course is organized at a student's request to take place within 10 days, and is subsequently cancelled, 50% of the full amount will be charged.

If a student wishes to cancel a course after it has already begun, he/she will be liable to pay 100% of the costs of the course.

#### *Rescheduling of courses / of course times*

The following subject matter does not apply to Open Enrolment courses.

Courses may be rescheduled without incurring any extra costs, up to ten working days before the planned commencement of the course. Where the course is rescheduled less than ten days before the planned commencement, a fee will be imposed of 50% of the course costs.

Similarly, where at the request of the person following the course the course was planned less than ten days before its commencement a charge of 50% of the course costs will be imposed.

Single lesson appointments can only be rescheduled where requests to that effect are received no later than three working days before the originally agreed date.

The rescheduling of an appointment two working days in advance means that student forfeits 50% of the lesson time. The lesson will be regarded as "having been given" where this occurs one day in advance of an appointment.

The person following a training course may make use of the right to reschedule lessons up to a maximum of three times.

Single eCoaching moments can only be rescheduled where the request has been made two working days in advance of the lesson time(s) as originally planned. Where the person following the course fails to get in touch with the eCoach at the agreed time and where the eCoach is himself/herself unable to get in touch with the person following the course, the eCoaching moment will be regarded as "having been given".

The person following the course may make use of the right to reschedule eCoaching moments up to a maximum of three times per course, whereby the agreed deadline for the course or part-course may not be exceeded.

#### *Missing lessons in a group course*

Making up group lessons or requesting restitution of fees is not possible when following a group course.

We will inform the contact person if you miss three lessons.

#### *Make up of the group*

Once started, the make up of groups following in-company courses cannot be changed.

#### *Completion of courses*

Courses and part-courses must be completed within one year of the approval date. In eLearning modules the PIN number automatically expires after a twelve-month period. At the end of every course the participant will receive a certificate, on condition that the person following the course has attended at least two-thirds of the course and completed the final test and been awarded a pass mark. The certificate indicates the final level achieved in terms of the European Framework of Reference (EFR).

#### *Size of Open Enrolment courses*

A course can begin when at least four people have enrolled for it. The maximum number of persons will be nine.

#### *Certificate of Open Enrolment courses*

Within 4 weeks after the test the student will receive a certificate with the result achieved. The result is based on all parts of the course. In order to achieve the result desired, attendance is one of the factors. Therefore, we expect the student to be present during at least 2/3 of the lessons. Also a test will be held at the end of Open Enrolment courses. These tests remain the property of STE. Tests are available for public inspection. Final tests can be sat up to three weeks after the last lesson of the course has been taught. Although re-sits will be allowed within two months after the last session, they will incur extra costs (€ 150.00).

#### *Liability*

STE will not be liable for any damage occurring through and / or during the use of objects and/or services provided by the company and / or in the company's name, even if the damage occurred through the fault of third parties engaged by the company to complete the contract, including any damage resulting from goods provided by us failing to meet the set requirements or that result from our failure to provide. STE will not be held liable for damage suffered by you resulting from editing and/or incorrect content and/or incompleteness in the goods and services provided by us and/or in our name.