

Terms and Conditions

1. **Course location**
The courses take place in the rooms made available by Sprachschule Schneider AG, unless otherwise indicated in the offer or the invoice. In the case of in-company language courses, the course location will be stated either on the enrolment documents or the invoice.
2. **Enrolment and invoicing**
Following an oral or written course enrolment you will receive an invoice. Unless otherwise stated on the invoice, this is to be paid before the beginning of the course or in instalments.
3. **Payment in instalments**
In the case of payment in instalments, the first instalment is to be paid before course start, unless otherwise stated on the invoice. Further instalments are due consecutively in 30-day intervals. Should you interrupt or leave the course prematurely, you do not have the right to claim a refund or to waive the outstanding amount. Additional administrative expenses will be charged per instalment at the rate of 3 % of the total cost of the course, incl. material, from the second instalment. For example, if you pay the full course cost in 3 instalments, then you will be charged the additional amount of $2 \times 3 \% = 6\%$ of the total course cost.
4. **Group size and course organisation**
In order to run our courses under the best possible conditions, all group courses which take place at the premises of Sprachschule Schneider AG will comprise of a minimum of 3 and a maximum of 6 participants. Places will be allocated on a first come, first served basis (on condition of punctual payment). For in-company courses, we also suggest a maximum of 6 participants, however, exceptions can be made. In the case of insufficient numbers, we reserve the right either to run the course as a smaller group and to proportionately reduce the number of hours or cancel the course at any time.
5. **Course cancellation**
All course cancellations on behalf of the student must be sent to Sprachschule Schneider AG in written form. Email or telephone course cancellations will not be accepted. Depending on the time of course cancellation, a reimbursement of course fees may follow (see point 6).
6. **Refunds**
 - 6.1 In the case of course cancellations received at least 14 days (for Immersion courses 30 days) prior to course start, we will reimburse the full amount paid, less CHF 50.– administrative costs.
 - 6.2 In the case of course cancellation at short notice (e.g. due to illness or holidays), which are received later than 14 days prior to course start but at least 5 days (for Immersion courses 14 days) prior to course start, half of the total amount due will be charged. This also applies to invoices payable in instalments (payable within 30 days of course start). If the course fees have been paid by the time the course cancellation has been submitted, you will receive any due refund within 30 days after course start.
 - 6.3 For course cancellations received less than 5 days (for Immersion courses 14 days) before course start or during the course (e.g. due to illness or holidays), or in the case of participant absence without course cancellation, payment of the invoice total is due. The full course fee is also due in cases where the invoice is to be paid in instalments. No refund or credit will be granted for any payment already received.
 - 6.4 In exceptional cases and only upon receipt of a written request addressed to the school management, and following due consideration of the particular circumstances presented, a voucher for course attendance at a later date may be issued. As a result an additional administrative charge of CHF 50.– will be invoiced.
 - 6.5 In the following situations a refund of course fees is granted:
 - In case of a course cancellation made by Sprachschule Schneider, due to an insufficient number of participants (see point 4) or if no suitable teacher is available (e.g. in case of illness or relocation).
 - If a planned course does not take place.
 In any situation, the amount of the reimbursement cannot exceed the pro-rata fee of the lessons which were paid but which did not take place. Any further claims are excluded (e.g. claims based on any financial disadvantages because the client has not achieved a diploma or a personal and/or professional goal or based on any claim or fee by a third party).
7. **Course start**
Course start will be indicated on the enrolment or the invoice. In the case of private tuition, course start will be arranged directly with the teacher and this date will be taken as the valid course start in the case of any refund of course fees (see point 6)
8. **Change of course time**
 - 8.1 Private (individual) lessons or Phone Teaching lessons can be postponed free of charge by telephone up to 24 hours before the start of the lesson. Any cancellations made less than 24 hours in advance or not made by telephone, (e.g. due to illness or holidays), will not be accepted and as a result the cancelled lesson will be charged.
 - 8.2 To change the course time of a private lesson in a group of two, both students must agree on the change of appointment, i.e. the person who is unable to attend the arranged lesson is responsible for contacting his lesson partner and can only change the appointment free of charge up to 24 hours in advance with his agreement. Should one or both parties fail to attend without cancelling the lesson in time (e.g. due to illness or holiday), it will be charged as a normal lesson.
 - 8.3 It is not possible to change the lesson time of group courses (Mini-groups, Intensive and Diploma courses), e.g. because of illness or holidays. Missed lessons can not be added on or made up at a later date.
 - 8.4 It is possible to postpone classes up to 30 days before an Immersion course begins without incurring any expense. Class postponements after this point will result in 50 % of the cost of the postponed course being charged.
 - 8.5 Points 8.1, 8.2, 8.3 or 8.4 are also valid for in-company courses, according to course form.
9. **Transfer of lessons**
Enrolments for language courses are only valid for the person(s) cited on the invoice and are not transferable to another party.
10. **Validity**
 - 10.1 For Mini-groups, Intensive and Diploma courses, the duration of the validity of your enrolment will be stated on your course invoice. Should a lesson be cancelled by the course organisers (e.g. because of illness or absence of the teacher), these will, wherever possible, be made up within the duration of the booking or the course will be prolonged according to the number of lessons missed.
 - 10.2 Unless otherwise stated on the invoice, private bookings up to and including 50 hours are valid for 12 month after the date stated on the invoice. For bookings longer than 50 hours, validity is increased by 6 months for each additional 50 hours booked. Validity can also be extended on written request by the school management, but will result in the following course length reduction: each 6-month extension will reduce the number of hours initially booked by 10 %. A booking can be extended by 6 months a maximum of 4 times (24 months in total). Each extension will incur the aforementioned 10 % reduction.

Sprachschule Schneider AG is under no obligation to inform course participants when their course end date is approaching. It is the responsibility of the course participant to note the course end date or booking validity as stated on the relevant documentation or invoice.
11. **Recruitment of employees**
The recruitment or employment, as the case may be, of Sprachschule Schneider employees by a client during a contract or within a period of 24 months after the cessation of a contract will result in the payment of a half year's worth of the salary of the employee involved (or a minimum of CHF 40000.– respectively) by the said client of the Sprachschule Schneider AG.
12. **Court of jurisdiction**
Swiss law is applicable. Court of jurisdiction is Zurich.