

## **TERMS AND CONDITIONS ITHA DUTCH LANGUAGE INSTITUTE**

### **REGISTRATION**

Registration can be done by use of the enrolment form on the website and submitting it to info @itha.nl or at the office of ITHA.

Participants of the beginner group courses have knowledge of the English language as the instruction language is in English. For group courses the minimum admission age is 18 years and a minimum BA educational level or Gymnasium.

For advanced group courses there is an intake procedure for students who developed their proficiency elsewhere.

For the individual programs, beginner and advanced, students are invited for an interview at the ITHA office.

### **PLACEMENT**

Placement in a group course is effected after receiving payment. In the event of a second party ( employer) a company confirmation will sustain.

If the number of applicants exceed the number of available seats in a course, participants will be placed in order of date of payment. For open enrolment a reflection time of 14 days prevails.

### **CANCELLATION**

In event of a course cancellation, ITHA will inform the participants as soon as possible and no later than 3 days before the planned date. This by e-mail or in writing.

The transferred course fee will be fully reimbursed. Reasons for cancellation of group courses can be insufficient student applications or prolonged illness of a teacher and the unavailability of a replacement. If desired, placement priority is given for the upcoming course.

Cancellation by students will be fully reimbursed if done 10 days before the scheduled date. Cancellations in the period 10 days before starting date will be reimbursed for 60%. Cancellation to be done by e-mail or post.

### **MISSED LESSONS**

For missed group lessons ITHA has no obligation for financial compensation

For individual programs , with a fixed time table, missed lessons will be compensated, as a lesson ,if cancellation is done 24 hours before the scheduled date/time. These cancelled lessons will be compensated by half in a period of maximum 3 months after the original ending date of the program.

For flexible individual schedules forth-mentioned term do not apply with the exception of cancelled scheduled lessons less than 24 hours in advance.

### **PRIVACY**

For students taking a course on their own account :Information about student progress or exam results to third parties is not given unless the student is informed about the query and agrees to an answer.

For students who take a course under their employers account: At the start of the program it will be defined which information bearing on the course and progress in the course , and at which frequency, will be shared with the employer. The student will be informed and will have to agree to the agreement between ITHA and the employer regarding the information exchange.

ITHA can give information without consent: the period of registration and exam results of students . After a two years individual student records are destroyed .

### **FINAL PROVISION -COMPLAINTS**

In situations that an occurrence , with direct bearing to the aims and practices of ITHA, these general terms are incomplete , an appeal in writing or e-mail can be made to the director of ITHA. The institute will deal with the appeal in all fairness and reasonableness .Complaints shall be dealt with in full confidentially in line with the NRTO code and the judgement of the independent Geschillencommissie ( dispute committee) is binding ( Article 16). Correspondence will be kept on record for two years,

ITHA Dutch Language Institute as a member of NRTO ( National organisation for private schools in the Netherlands) abides to the NRTO terms and conditions for students and companies including guidelines for complaints.

### **COPY RIGHTS**

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