



DAI Heidelberg
OWLS – One World Language School
Sofienstr. 12
69115 Heidelberg
Tel.: 06221-607312
E-Mail: owls@dai-heidelberg.de

Terms and conditions for the DAI Language School

1. Registration

Please submit the registration form as early as possible, since admission to the course is determined on a first-come, first-served basis.

Upon receipt of the registration form, the participant and the DAI One World Language School enter into a contractual agreement. This contract includes these terms and conditions for participation.

The registration is binding even if the course fees have not been deducted from your account at the time of the start of the course.

In case the course is fully booked, you will be notified as soon as possible. At that time, you will be offered appropriate alternatives when applicable.

Notice: In the case that you register a young child, keep in mind that due to logistical considerations, we are unable to accommodate children in diapers and/or under the age of 3.

2. Tuition fees and reductions/discounts

You can find information about course prices on our homepage (www.dai-heidelberg.de) as well as in our current brochure. Normally, we offer two different course prices: the reduced price for members of the DAI Freundeskreis ("circle of friends") and the regular price for non-members.

One of the benefits of membership in the Freundeskreis is reduced tuition fees for language courses. There is a fixed reduction for each course. For more information concerning membership, call 06221-60730 or visit our website www.dai-heidelberg.de. In the case of children's courses, membership discount will be given if either the child or at least one parent is a member. Please enclose a copy of the current membership ID with the application form.

Furthermore, families who register more than one child will receive a 25% sibling discount for each additional child. In the event that more than one discount applies, the higher discount will be given. Discounts are not cumulative.

3. Payment methods

The fees can be paid either in **cash** or by **debit card** in our office before the course begins. If you have authorized us to withdraw the fees from your German bank account, the money will be deducted on a regular basis.

Parents who do not have a German bank account must pay the course fee on the day the course starts at the latest.

4. Direct debit Authorization

You have the option to authorize withdrawal of fees for a single course. Parents who would like for their children to attend consecutive courses but do not wish to submit new registration forms for every new course have the option to authorize direct withdrawal of fees until cancelled. If you do not wish to attend any further courses kindly cancel the authorization by **written notice** (an email is sufficient).



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The DAI One World Language School must receive the cancellation at least 7 days prior to the beginning of the new course. Submitting oral or written cancellation to the teacher is not considered official cancellation.

5. Cancellation by the participant

The DAI One World Language School must receive written cancellation at least 7 days before the course starts. An e-mail by this deadline is sufficient. Failure to attend the course is not considered a withdrawal from the contract. If written cancellation is received by the 7 day deadline, course fees that have already been paid will be refunded in full.

A cancellation will not be valid if you miss the aforementioned deadline. In that case – **regardless of the reason** - the course fees must be paid even if you do not attend class.

6. Cancellation by the DAI

The DAI One World Language School reserves the right to cancel language courses due to valid circumstances such as insufficient course enrollment or the absence of teachers. In the case of cancellation due to valid circumstances, all course fees that have already been paid will be refunded in full.

In special cases at the discretion of the DAI One World Language School, the course can take place in spite of insufficient enrollment if the smaller group of participants agrees to alter the price of the course or number of hours respectively.

If fewer than 4 participants register for a course, the DAI One World Language School is not obligated to offer or continue the course.

7. Changes

If a course is unsuitable for the participant's language skills (too easy or too difficult) the participant may, as far as possible and available, attend a different course. Changes may result in additional fees.

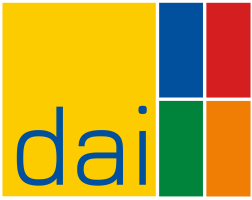
8. Private lessons (1, 2, or 3 participants)

Registration for private, duo, or trio lessons must be submitted in writing. The registration is binding even if the course fees have not been deducted from your account at the time of the start of the course. At the beginning of the course a binding communications medium (phone, mobile phone, email, or fax) must be agreed upon by the teacher and the participant. Written notice of cancellation must be received at least 24 hours in advance of the start time of the scheduled meeting, regardless of the reason. Lessons cancelled less than 24 hours in advance (using the agreed upon mode of communication) will be billed in full.

9. Photos, videos, and sound recording

In the course of language classes and projects, we will occasionally take pictures and record video and sound footage. In addition to group photographs, we also take pictures of individual or small groups of children in action.

The DAI Language School reserves the right to publish these materials on our website or in other publications in order to represent our course programs. A few selected photographs may be used for promotional purposes. In the absence of written notification to the contrary,



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we assume the right to publish photographs of your child within the aforementioned parameters.

10. Privacy Protection Notice

Personal data will not be collected, stored, or disseminated without the participant's consent. The data will only be used for operational purposes within the DAI One World Language School. Your personal information is protected under the federal data privacy act (BDSG).

11. Liability

The DAI is only liable for any damages or loss incurred directly through intentional negligence of its lawful representatives and/or employees.

12. Certificate of participation

Upon request, a certificate of participation can be issued after the completion of the course.