



## Terms and Conditions

### A) General

1. My classes are at-will training engagements. I reserve the right to refuse students
  - a. for insufficient English (the instruction language for beginners is English. Fluency is necessary to follow the class.)
  - b. any other reason.
  - c. no reason at all
2. Classes are for adults only, aged 17 years and older.
3. "Per hour" means 60 minutes
4. Classes held in person and outside my home attract a transport fee of 10AED per session (irrespective of its length).
5. All classes are taught in line with official European CEFR (Common European Framework of Reference for languages) standards and as such prepare for the Goethe Exams and Austrian ÖSD, which test within these parameters.
6. While Dagmar's German Language Training provides classes in line with students' needs and talents, I give no success guarantee, as successful completion of classes and / or language tests and certification depend heavily on the talent, involvement, and commitment of the individual student. I recommend no less than 30 minutes to one hour of private study time every day between classes to cope with the syllabus.
7. Classes exceeding two students cannot be conducted online and must be held in-class. For groups larger than 2 students, a space for lessons must be provided by the students / course-booking entity. Up to two students can be accommodated at the trainer's residence for classes.
8. Each student must purchase books him/herself prior to class commencement after the A1.1 level. Links for online orders will be provided. For starter and A1.1 classes soft copy materials will be provided.
9. To attend any of the specialised language classes, the student must have completed A2 level of the general language first.
10. Dagmar's German Language Training is a freelance operation. The trainer will, at her discretion, take off-time. At least one week notice will be given. Classes resume thereafter.
11. Group classes have a fixed schedule which is made known to all attendees ahead of time and is accepted by attending the first session. This schedule can only be changed with a mutual understanding among all participants and the trainer (majority vote).
12. Students, course-booking entity (where applicable) and trainer agree on the place of mediation / conflict resolution / court proceedings to be DIFC, Dubai.
13. I reserve the right to terminate private classes if I deem the student's behaviour inappropriate and "cease and desist" communication induces no change. – Inappropriate behaviour in group classes will result in the dismissal of the offending student. No refund will be paid.

### B) Attendance-related

1. A class attendance record will be kept for each student in the class.
2. Group classes and semi-private classes follow a fixed schedule set before the start of the class. This may only be altered if all participants agree
3. **Private / semi-private classes: A minimum of 4 hours must be completed within 30 calendar days (count starts from the day of the first session). If a lower number of hours is attended, the balance between that number and 4 hours will be forfeited at the end of the respective 30 days. Exception: this rule does not apply if due notice is given ahead of a longer leave of absence with start and end dates. Student(s) must initiate the contact after the end date. If I'm not contacted, the 30-day count resumes from the end date.**

4. Group classes: students joining a class after the second session cannot expect to be caught up on content by the trainer.
5. If a private student or the whole group decides to cancel an upcoming session, I must be notified as follows:
  - If the class starts in the morning (up to and inclusive of 12pm) deadline for notification: 10pm the night before.
  - If the class starts in the afternoon (after 12pm) deadline for notification: 10am on the day of the class
6. If the student(s) cancel(s) the session later than that, 1 hour will be counted. Exceptions: true emergencies: acts of God, death of loved one, accident.  
If the teacher cancels any session at any point in time for any reason, the lesson will be repeated at a later point, as soon as possible.
7. Participants of a group class who miss a session must catch up on content in their own time.
8. Time-management / time-respect policy:
  - a. **Private classes & trial lessons:** appearance on time is expected, preferably not later than 5 minutes before. If the student arrives late without prior notification (prior notification is defined as: at least 30 min ahead of the class), the class still ends at the previously set time. The missed time will not be added on. If I am notified 30 min or early ahead of the starting time, start and end time will be adjusted, subject to availability.  
Lateness past the class' starting time by 15 minutes without notification will result in me leaving the venue without informing the student and 1 hour will be charged against the prepaid batch.
  - b. **Group classes / semi-private classes:** class starts on time; late parties will not be caught up on content. Class will only be postponed if all / both parties agree. Lateness of all / both parties without notification beyond 15 minutes will result in me leaving the venue without informing the students and 1 hour will be charged.

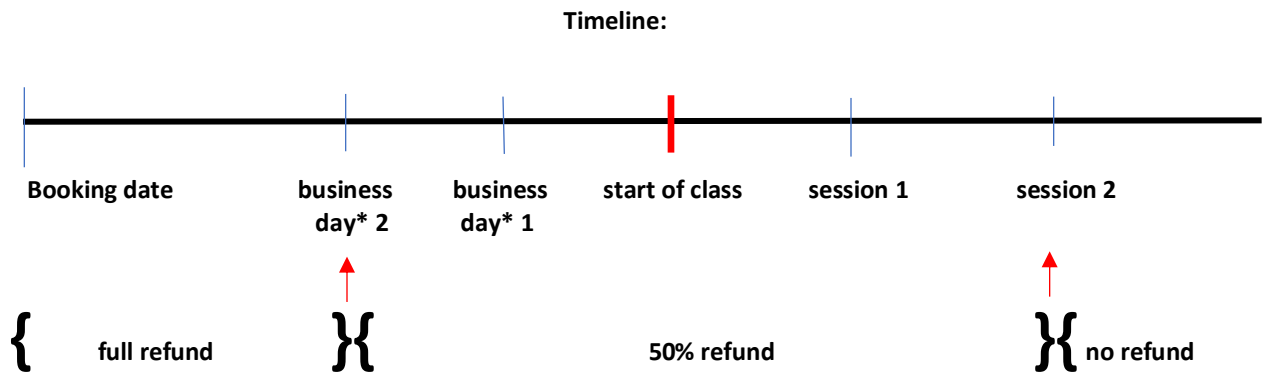
### C) Certification-related

1. A "completion of course" certificate will be issued to each student at the end of each course (A1, A2, B1, B2 and the specialised language courses), provided the student attended a minimum of 80% of classes.
2. As other language trainings and schools in the UAE, Dagmar's German Language Training cannot issue officially recognised language certification for any German-speaking country. I can only help the students prepare for the Goethe Institut / ÖSD Exam. Only the latter are recognised by German / Austrian / Swiss immigration, employers and universities.
3. My specialised language courses for nurses, engineers and businesspeople do not constitute an official qualification for visa applications, either. They make up an additional and valuable qualification but are never subject of language exams.

### D) Payment-related

1. An invoice and receipt will be issued for each batch of classes to each student or the course booking entity, where applicable.
2. The quoted fees are due in line with payment terms agreed to in the initial quotation which is to be accepted via return email and with signature of the students / course booking entity for the registration to be accepted.
3. Failing to receive payment on time will result in delay or cancellation of the services.
4. Pre-payment of a minimum of 12 hours is required.
5. 1 trial lesson of 1 hour may be booked at the respective hourly rate. Prepayment of such a trial lesson is required.

## Refund policy:



1. If a student cancels the booked course in writing up to two business days prior to the commencement of class a full refund will be issued.
2. If the student cancels the booked course in writing after point 1.) and before the 2<sup>nd</sup> sessions after commencement of the class, 50% of the fee will be refunded.
3. If attendance is cancelled during or after the 2<sup>nd</sup> session, no refund will be issued.

\* The parties accept that business days are considered Monday through Friday, while Saturday and Sunday count as weekend and as such are not considered business days.

## F) Communication Respect Policy

1. I only email once to the email provided by the customer. If a reply is not forthcoming within 48 hours, the content of the communication and offers made therein will be considered null and void. No follow up will take place on my part.
2. I do not interact with WhatsApp accounts who disable the blue ticks. Alternative methods must be provided by the customer or the blue tick switched on.
3. If WhatsApp messages go unanswered, I block the respective account after 14 days from my last message.
4. Classes and other meetings must be attended within 15 min of the previously agreed time or an explanation given. If not, I will leave the venue without further ado