



Terms and Conditions

General

1. Classes are for adults only, aged 17 years and older.
2. Quoted fees are per 60 minutes irrespective of the number of students attending.
3. 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.
4. The instruction language is English. Fluent English is necessary to follow the class.
5. 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 one hour of private study time every day between classes to cope with the syllabus.
6. 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.
7. Each student must purchase books him/herself prior to class commencement Links for online orders will be provided.
8. To attend any of the specialised language classes, the student must have completed A2 level of the general language first.
9. 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.

Attendance-related

1. A class attendance record will be kept for each student in the class
2. 5 subsequent hours must be completed within 30 days, 10 hours within 60 days and so forth, following the first hour of that batch. Left-over hours after said number of days will be forfeited, and new hours must be pre-paid to continue the class.
3. Group classes: students joining a class after the second session cannot expect to be caught up on content by the trainer.
4. If student(s) decide to cancel an upcoming session, I must be notified at least 12 hours before the class was supposed to start. If the session is cancelled later than that, it will count against the booked number of hours.

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 all other language 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.
3. My specialised language courses for nurses, engineers and businesspeople do not constitute an official qualification for visa applications, either. For such purposes Goethe Exams / Austrian ÖSD must be passed on the respective required levels as stipulated by the competent immigration authority of Germany, Austria, and Switzerland.

Payment-related

1. An invoice and receipt will be issued for each batch of classes to each student.
2. The quoted fees are due in line with payment terms agreed 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 10 sessions 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 (Monday through Friday) prior to the commencement of class a full refund will be issued.
2. If the student cancels the booked course in writing after 1.) and within 2 sessions after commencement of the class, 50% of the fee will be refunded.
3. If attendance is cancelled after 2 sessions, no refund will be issued.

I agree to the above T&Cs

Date, place & signature student / course-booking entity