

General Terms and Conditions

- TS Lingua GmbH

Registration, Payment, General

By sending our course confirmation, the registration becomes binding. You accept the terms and conditions TS Lingua GmbH.

Registration obliges you to pay for the booked course.

Registration should be made in writing in good time before the start of the course by means of a completed registration form. To reserve the course place, the registration fee must be paid immediately after the confirmation of registration.

The price list that was valid at the time of registration applies. All bank charges that may be incurred for the payment of the course fee are at the expense of the depositing person.

The registering person assumes full liability for compliance with the contractual obligations, even in the case of a language student registered by him as a substitute.

Pricing, Services, Teaching

Each lesson lasts 45 minutes (unless otherwise agreed in writing).

After regular participation, a certificate will be issued on request.

For group courses, a minimum number of participants applies. If the number of participants is lower, the school reserves the right to reduce the weekly lessons until the minimum number of participants is reached again.

The minimum number of participants required varies from course to course. Further information can be found here in the course description. The full number of hours can be taught against payment of an extra charge.

The course prices and any fees for teaching material, registration, etc. can be found in the respective course description or can be obtained directly on request from TS Lingua GmbH.

Participants are bound to predetermined times. In the case of individual lessons, the student can help shape the time management.

Renewals, rebookings, cancellations, absences

Course changes must be registered in good time at the secretariat.

In case of absence from the group course, no refund can be granted, missed hours can not be made up.

One-to-one tuition must be cancelled at least 24 hours in advance. If cancelled at a shorter interval than 24 hours before the lesson date, the full hourly rate will be charged.

Date changes must always be made via the secretariat. Short-term changes or cancellations will be discussed directly with the teacher. This then informs the school.

If the assigned course teacher is absent due to illness or other reasons beyond the influence of the school, the school may appoint a substitute teacher or make up for the lessons at a later date.

Cancellation of lessons due to force majeure, e.g. epidemics or storms, does not have to be made up for and does not exempt from the obligation to pay. This also includes disruptions to the providers or the failure of networks or Internet nodes.

The participant is solely responsible for the timely appearance of the participant at the time of the start of the course. Delays do not entitle the holder to reduce the tuition fee or to demand additional hours.

In case of premature termination of a course, a total booking of several course levels or late arrival, there is no refund. As a gesture of goodwill, a postponement of the start of the course may be possible, this represents a rebooking and can be charged with 10 euros.

In case of cancellation of the booked course before the start of the course, the following scales apply for retained fees:

Up to 7 weeks before the start of the course: 40% of the fees

Up to 6 weeks before the start of the course: 50% of the fees
Up to 5 weeks before the start of the course: 60% of the fees
Up to 4 weeks before the start of the course: 70% of the fees
Up to 3 weeks before the start of the course: 60% of the fees
Up to 2 weeks before the start of the course: 80% of the fees
Up to 1 weeks before the start of the course: 95% of the fees
From 6 days before the start of the course: 100% of the fees

Registration fees are non-refundable.

Cancellations of telc language exams

The telc language exams cannot be cancelled free of charge.

The following fees apply:

Cancellation due to illness on the day of the exam with proof for the exam day:

telc German A1 and A2: 50 Euro

telc German B1, B2, C1 (Hochschule/EXPRESS)/B1-B2 Pflege/B2-C1 Medizin: 80 Euro

Cancellation proof:

Up to 15 days before the exam: 50% of the exam fee

From 14 days before the exam: 100% of the exam fee

Exception: The participant who resigns names a substitute participant. In this case, only 20 Euro rebooking fees will be incurred.

See also Terms and Conditions of telc gGmbH: §8 (1) of the General Terms and Conditions.

Visa and registration certificates

The visa application and the payment of the associated costs are the responsibility of the student. The issuance of the registration certificate/reservation confirmation requires the written registration and payment of the complete course fee. A reduced deposit can only be approved in writing and, in exceptional cases, by the language school. This requires special agreement and a note in the contract.

With the registration / reservation confirmation, a visa must be applied for in good time at the responsible consulate.

If no visa is issued, the language school will refund the course fees minus a processing fee of 50 euros.

– immediate notification of the language school by the applicant

– the submission of a written rejection notice from the competent authority.

– written notice of termination

Furthermore, all original documents issued by TS Lingua GmbH to the participant must be returned.

The processing fees charged by the language school for the placement of study admissions will not be refunded in the event of negative decisions by the consulates or in the event of rejection by the university(s).

The remaining amount will be refunded within 4 weeks to an account specified by the participant.

Other

The course participant stays in the classrooms at his own risk. The school is not liable for any personal injury or damage to property.

Verbal ancillary agreements are not valid. Any change must be made in writing

Contractual obligations of the school:

Conscientious preparation of language courses

Careful selection and monitoring of service providers (teachers)

The proper provision of the contractually agreed services

Any change of address must be communicated immediately by the student to the secretariat.

Complaints should be addressed to the TS Lingua GmbH in written.

The place of performance and jurisdiction for both parties is Frankfurt am Main.

We reserve the right to change the terms and conditions at any time.

Should these General Terms and Conditions or parts thereof be or become invalid, the invalid part shall be replaced by the statutory provision that comes closest to the meaning of the original agreement.

As of September 2022