

General conditions

1.Registration

Registration can be done by filling in the form send in an attachment by e-mail.

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 office or in company is also possible.

2.Placement/payment

Placement in a group course is effected after receiving payment. In the event of a third party (employer) a signed company confirmation will sustain. If the number of applicants exceed the number of available places, participants will be placed in order of date of payment.

3.Cancellation

-In the event of a course cancellation, Baay DLC will inform the participants as soon as possible and no later than 3 days before the planned course date by e-mail or in writing. Deposited course fees will be refunded to the account within 3 working days. within 3 working days.

-Reasons for cancellation of group courses can be insufficient student applications or prolonged illness of a teacher and the unavailability of a replacement.

-Cancellation of a course by a student 10 days before the start of a course, will be fully reimbursed. Later cancellations before starting date will be reimbursed for 60%. Cancellation is to be done by e-mail or post and date of receipt will be considered the notification date.

-The cooling-off period is 14 days, calculated from the confirmation date. This is also free of charge if the participant changes his mind within 14 days of the start date of the course.

-Cancellations from a group course by a student in the period prior to 10 days before the start of the course will be fully reimbursed.

- Cancellations in the period of 7 days before the start will be reimbursed for 60%.

-After starting date of the course, it's not possible to refund the course amount.

4.Missed Lessons

-For missed group lessons Baay DLC has no obligation for financial or any other form of compensation, like for instance: no suspension to another course or catch up missed lessons in another group.

-For individual programs a time table will be made and in principle the same terms will be held as with participants for group programs with the exception of timely notified cancellations of lessons. A timely notification is 24 hours in advance. The participant is entitled to move to a maximum of three training dates and times up to 4 weeks after the original agreed date for free.

5. Privacy & secure personal data

Personal data is handled with care. Only Baay DLC has access to the personal data. The personal data will only be provided to third parties after the consent of the data subject has been given.

6. Complaints policy and procedure

A customer who is dissatisfied with our service should contact the managing director of Baay DLC, Mascha Baaij by phone or mail/+31(0)619870786 - info@dutchlanguagecourses.nl. Mascha Baaij will do everything to resolve the problem immediately. However, if a complaint cannot be resolved by her, the complainant may inform our independent mediator, Ron Penning. The mediator can be reached at r.penning@pijnacker-nootdorp.nl. All complaints will be dealt with confidentially by the mediator. The mediator will consider the evidence in strict confidence and within a period of 28 working days he will give an absolute judgment, of which the consequences will be promptly settled by the institute.

7. Questions

For any queries, please contact us at +31(0)619870786/info@dutchlanguagecourses.nl, every weekday from 9.00 – 17.00 hrs.