

## **HORIZONTE - Terms and Conditions**

1. Course participants must be at least 17 years of age. Parental permission for students under age is required. HORIZONTE reserves the right to accept students under 17.

### **2. Payment:**

We confirm enrolments by email and ask the student to send us a deposit - 100 € for a course, 200 € for a course and accommodation.

As soon as we receive the deposit, a place in the course and accommodation is secured.

The deposit is non-refundable and non-transferable.

The deposit is not an extra fee but will be deducted from the full amount.

The balance must be received at least 2 weeks before the start of the course.

HORIZONTE reserves the right to cancel the enrolment if payment in full is not received in time and if we are not contacted about this.

Payment in instalments is possible for long term courses (more than 12 weeks).

Last minute reservations: For bookings made 3 weeks or later before the course start date the total invoice must be paid in full as soon as our confirmation is received.

Payments can be made by credit card (Visa or Master, please add 4% fees) or bank transfer, cheques are not accepted. The participant must meet the cost of bank charges.

The course and accommodation fees are those which appear on the price list of our website at the time of application.

### **3. Refunds, Cancellations, changes and breaks:**

In case of a withdrawal up to 2 weeks before the beginning of a course, we refund all payments except the deposit.

In case of a withdrawal later than 2 weeks before the course start date: there will be no refunds for fees covering the first 4 weeks of the course and accommodation. All other fees will be fully refunded.

For cancellations made after the course start date there will be no refunds for fees covering the next full 4 weeks of the course and accommodation. Additional fees will be fully refunded.

If a student wants to change his/her course (esp. from intensive to standard) or take a break, he/she has to give 2 full weeks' notice in writing.

For cancellation due to visa denial, all tuition fees will be refunded, minus any non-refundable fees. HORIZONTE must receive a visa refusal letter at least 1 week before the scheduled start date, otherwise no refund will be issued.

Refunds will only be made to the person, company or agency that paid for the course and never in cash.

In the very unlikely case HORIZONTE has to cancel a course, payments will be fully refunded.

The participant has no right to any further claims.

### **4. Accommodations:**

HORIZONTE places students in single or double rooms in its own adjacent residence, in other residences, in shared flats or in homestays. No preference concerning the type of accommodation can be guaranteed. Especially during high season the student's first choice accommodation may be substituted by another single room in a university student residence or in a shared flat in town.

The participant agrees to abide by the regulations which govern the particular type of accommodation. He or she has to pay compensation for damage caused by him or herself (e.g. if he or she is guilty of negligence or has used electrical appliances incorrectly). He or she is held liable for all damages directly concerning the damaged party, e.g. the landlord.

### **5. Arrival, Departure:**

All accommodations are booked from Sunday to Saturday.

Check-in Sunday from 17.00 – 19.00 hours; check-out Saturday 12.00 at the latest.

If the participant cannot arrive at the scheduled time, HORIZONTE must be notified. Otherwise accommodation cannot be guaranteed for the first night.

For residential as well as homestay booking a security deposit/bond of 100 € (credit card authorization, bank transfer or cash) is required upon check in.

6. Expulsion: HORIZONTE students are expected to behave as responsible adults. In the case of a serious disciplinary offence, repeated bad behaviour or the infringement of German laws (drugs, downloads), students can be expelled from the school and accommodation without the right to any refund.

### **7. Complaints:**

If a student is dissatisfied with the HORIZONTE service (especially lessons or accommodation) or has a problem during his stay he/she must give notice immediately. The staff and management will do the best to find a solution. Late complaints cannot be recognised.

### **8. Schedule, Class size:**

HORIZONTE reserves the right to change course times and the number of participants in a class.

In case a standard course class (20 lessons per week) has less than 4 participants, we reserve the right to reduce the weekly number of lessons (15 lessons for 3 participants, 10 lessons for 1 and 2 participants).

9. There are no lessons on public holidays.

Morning lessons are not re-scheduled, but individual and mini-group lessons are.

10. The course fee does not include any kind of insurance.

We strongly recommend to take out insurance to cover all expenses in the event of cancellation (e.g. due to illness/death of a relative) and a personal liability insurance.

If a student has to interrupt his/her stay, he/she has no claim to any compensation.

11. Copyright/Photography: HORIZONTE reserves the right to use all possible photos/videos taken during the student's stay for promotional reasons unless the student declares otherwise on his/her arrival at the school.

12. HORIZONTE is not liable should it be prevented by force-majeure from providing its services.

13. The HORIZONTE legal domicile is Regensburg.