

## Terms and Conditions

Operator of courses and contractual partner is Mentora Sprachschule, Heinrich-Heine-Straße 15, 10179 Berlin.

- Registration Fee: The contract takes effect on registration. A registration fee of 25.00 Euro has to be paid.
- Payment: Participants are obliged to pay the course fee prior to the first day of instruction. Classes that have not been attended can neither be refunded nor taken at a later date. Any fees unpaid upon withdrawal must be paid in full. Change of course reservation is only possible until max. 14 days before course starts.
- Cancellation: Cancellation is possible up to four weeks in advance. If a cancellation is received with more than four weeks before the course start date the student will be only charged the administration fee of 25.00 Euro. For a cancellation at a later date there will be compensation fees for costs that have accumulated, at least EUR 50.00, at most the full course fees. A booking of a substitute student can be accepted.
- Participants: Each course requires a minimum of 7 participants. In case a course cannot take place due to a lack of registrations, participants will be either refunded their course fee or get an alternative offer from Mentora Language School.
- Trial Lesson: Applicants may take part in a trial lesson – either in the morning from 9 to 12.15h or in the evening from 18 to 21.15h – at a charge of 10.00 €, payable in advance.
- Reservation for the following months: If participants reserve a course for more than one month they profit from Mentoras special discounts. Maximal reservation is possible up to 1 year. Please let our office team know max. 10 days in advance so that we can reserve a place in the next level for you.
- Public Holidays: There are no classes taking part on public holidays.
- Insurance: Mentora Sprachschule assumes no responsibility in case of material or personal damages. We recommend that students effect liability, accident and health insurances.
- Safety: Students are obliged to treat appliances, fittings and class rooms at Mentora Sprachschule with care, to abide by the house rules and safety regulations of our building. We reclaim the right to bar students who have violated the house/school rules.
- Participants agree, that pictures taken in our language courses and at Mentora events can be used on our website/facebook page and in our promotional material.

I agree with the terms and conditions of Mentora Sprachschule.

Berlin, 04.01.2016