

Agreement in acceptance of the general terms and conditions of  
LearnDutchOnline.nl



1. Sufficient commitment is expected of both teacher and client. Result is only achieved by efforts of both sides. If one of the parties is not functioning properly, this should be communicated as soon as possible by mail: [apply@learndutchonline.nl](mailto:apply@learndutchonline.nl) and to your designated LDO teacher. The client is responsible for indicating problems with the teacher. In case of disagreements or limiting conditions, we always provide a substitute teacher.
2. Cancellation has to happen at least 24 hours at the lecturer and the head office in the contact address. If cancellation happens too late, the scheduled lesson must be paid in full.
3. The teacher will contact the customer at least 24 hours in advance if the planned lesson can not take place. Upon exceeding this, the customer is entitled to a free lesson.
4. Conditions 2 and 3 remain valid except for cases of illness, accident, death and heavy personal circumstances. In the case of these exceptions headquarters should be informed within 7 days; if possible missed classes must be compensated. If the missed classes are purposely not compensated while this is clearly possible, the lessons still have to be paid in full.
5. If the customer is late without prior notification of the teacher the time that the customer is too late is to be deducted from the time of the planned lesson.
6. If the teacher is late without prior notification of the customer, the lesson has to continue until the missed time is compensated.
7. During the intake and (before) the start of lessons arrangements are made and recorded on the application form. These should be maintained. Changes must be communicated by email. Changes to the roster of teachers, questions and/or remarks also will be communicated through e-mail. Direct contact with the teacher should be done only in exceptional circumstances and when necessary, in accordance with the terms and conditions.
8. The prices are fixed.
9. Condition 8 is maintained with the exception of; a) tutoring or teaching through an institution (school, community center, mosque, church etc.) or one of our partners b) personal circumstances, In these cases, prices may vary. More information can be obtained by call or email.
10. Complaints should be made by mail to the head office. These are reviewed by an objective, neutral commission and will always response as soon as possible to your complaints and comments.
11. Respect is part of the terms of LearnDutchOnline.nl. It is expected from the teacher and client that both communicate and act with sufficient respect. Any form of harassment, violence and discrimination can lead to an end to this agreement. This goes for both the teacher and the client.

12. Unless the customer wishes otherwise, and shares his/her cancellation in written form with us, an agreement shall be automatically renewed each month, in case of courses longer than 1 month.

13. Payment will be made before the first lessons of each course to the account as specified in your bill/invoice, clearly marked with your name and course. One late payment can cost extra entail, in case of payment in installments. Without proper payment the lessons cannot take place.

14. The customer is obliged to pay the cost of pending / reserved lessons / courses in accordance with the contract, even if the lessons - due to whatever reason – are not followed by the student. After application online on our website, the legal 14 day cancellation period is in order. During these 14 days a customer can cancel without any justification. After this period the full fee has to be paid. If payment does not take place, the legal reminders will be sent, and when payment remains absent, our debt collector will be notified to collect the fee. This is in accordance with Dutch law and regulations, and these terms and conditions abide by those laws and regulations without exception at all times.

15. All courses, lessons, workshops and otherwise educational events can only be transferred to another individual under exceptional circumstances and only with written consent from the student administration ([apply@learndutchonline.nl](mailto:apply@learndutchonline.nl)). This to maintain teaching quality, a minimum continuation of courses and lessons, and work quality for LDO's teachers amongst other factors.

16. Communication with LearnDutchOnline.nl and our employees happens online mainly. Other forms of communication can be requested for, but never guaranteed.

17. These general terms and conditions are updated regularly and can be changed by LearnDutchOnline.nl at any time.