



# Terms and conditions Juffrouw Janssen

## 1. Applicability

'**Juffrouw Janssen**' shall mean the company Juffrouw Janssen having its registered seat in Amsterdam with commercial register number 53765761 (Dutch Chamber of commerce).

The '**Client**' shall mean the person in whose name the booking is made and shall include any persons on whose behalf the same is made.

The '**Trainer**' shall mean any person assigned by Juffrouw Janssen to deliver the training, which may include substitute teachers.

## 2. Training Delivery

2.1 By agreeing to these terms and conditions, you are committing to purchase the number of hours of tuition outlined in your proposal at the full cost as quoted.

2.2 The Client should notify Juffrouw Janssen as soon as possible if there are any problems relating to either course content and/or the Trainer. Juffrouw Janssen endeavours to resolve any issues as quickly and efficiently as possible.

## 3. Payment

3.1 Payment of the full invoice value must be received within two weeks after the invoice date. The course fee can be paid in cash or transferred to the Juffrouw Janssen bank account: IBAN NL97INGB0005438907 | BIC INGBNL2A. The invoice amount includes course materials and trainer travel costs, unless otherwise stated. Additional books should be bought by the Client in consultation with the Trainer.

3.2 Any paid lessons need to be used or scheduled by the Client within a period of 12 months from invoice date. Any lessons unused after that 12 months period will be forfeited by the Client. No refunds will be available.



## **4. Cancellations & Refunds**

4.1 The Client must inform Juffrouw Janssen of any changes to the pre-agreed calendar with a minimum of 24 hours notice. In the case of late notification, i.e. less than 24 hours before the scheduled lesson, the lesson will be forfeited by the Client and billed in full.

4.2 The Client must inform Juffrouw Janssen of any changes to the training location at least 24 hours in advance of the scheduled lesson, as this must be agreed with the Trainer. A supplementary charge may be applied and billed to the Client to cover any increases in travel expenses incurred due to the change of location.

4.3 The Trainer has the right to withdraw from training if confronted with unprofessional or discourteous behaviour or if the Client is not fit to take the lesson due to for example intoxication or other similar factors.

4.4 Lesson time lost due to later arrival of Trainers (e.g. transport delays) may be made up at the end of the lesson or rescheduled, depending on the Client's preference. Lesson time lost due to late arrival of the Client may be made up by direct arrangement with the Trainer, at the Trainer's discretion.

4.5 Juffrouw Janssen will do its utmost to provide the training arrangements as outlined in your proposal, but it must reserve the right to modify or cancel any course if unforeseen circumstances force it to do so. Juffrouw Janssen will always try to make reasonable alternative arrangements in these cases.

## **5. Image use and privacy**

5.1 Juffrouw Janssen may take photos and videos of the Clients for inclusion in promotional material on websites and social media, unless the Client has communicated an objection to this. Juffrouw Janssen will inform the Client when a photo or video is taken.

5.2 All personal information provided will be securely held on our database confidentially. Unless permission is given, we will not pass information such as your name, address, telephone number or email address to third parties.

