



Terms & Conditions

Last Updated: April 30, 2026

1. Introduction

Welcome to Tobian Language School. These Terms and Conditions ("Terms") govern the provision of all our language courses and services. By booking a course, you agree to be bound by these Terms. This document forms a legally binding agreement between you (the "Student") and Tobian Language School ("the School", "we", "us", "our").

2. Definitions

- **Agreement:** The contract formed between the Student and the School upon confirmation of a booking.
- **Course Package:** A set number of Lessons (e.g., 10, 20, or 40) purchased by the Student.
- **Lesson:** A single teaching session, typically 60 minutes in duration, delivered online or in-person.
- **Student:** The individual purchasing and/or participating in a Course Package.
- **Teacher:** The language tutor assigned by the School to deliver the Lessons.
- **Course Materials:** Any digital or physical materials provided for use during the course.

3. Company Information

- **Name:** Tobian Language School (Owner: Tobias Woudt)
- **Address:** Radijsstraat 24A, 9741BN Groningen, The Netherlands
- **Contact:** info@tobian-languageschool.com | +31 683 277 026

4. Our Services

- **4.1. Language Courses:** Live tuition based on the CEFR (A1 to C2).
- **4.2. Delivery:** Online (Zoom/Skype/Teams) or in-person at a mutually agreed location.
- **4.3. Formats:** Private (1:1) or small Group Lessons (up to 3 students).
- **4.4. Packages:** Sold in sets of 10, 20, or 40. Prices are in Euros (€) inclusive of VAT.
- **4.5. Website Language Tests:** Provided for guidance only. The School accepts no liability for decisions made based on these informal results.
- **4.6. Certificates:** Issued upon successful completion, confirming participation and level attained.

5. Booking and Payment

- **5.1. Formation of Agreement:** Formed when booking is complete and a confirmation email/invoice is sent.
- **5.2. Payment:** Full payment is required within 7 days of the invoice and **always** before the first Lesson.

6. Course Package Validity and Scheduling

- **6.1. Validity Period:** All packages are valid for 365 days from purchase. The first lesson must be taken within this period.
- **6.2. Absolute Expiry:** All Lessons must be completed within **18 months** of the purchase date. Unused lessons after 18 months are forfeited.
- **6.3. Scheduling:** Arranged directly between the Student and the Teacher, subject to availability.

7. Cancellation and Refund Policy

- **7.1. Statutory 14-Day Cooling-Off Period:** In accordance with Dutch Law, you have 14 days from purchase to withdraw for a full refund, provided no Lessons have been taken. If you start Lessons within these 14 days, you waive the right to a full refund and must pay for delivered sessions.
- **7.2. Final Sale:** After 14 days, all sales are final. Course Packages are non-refundable.
- **7.3. Rescheduling (The 24-Hour Rule):** Lessons cancelled or changed with **more than 24 hours' notice** incur no fee.
- **7.4. Late Cancellation:** Lessons cancelled with **less than 24 hours' notice** are forfeited and deducted from the package.
- **7.5. Student No-Show:** If a Student is 15+ minutes late, the Lesson is forfeited and deducted.
- **7.6. School Cancellation:** If the School cancels a package, a pro-rata refund for unused lessons is issued.

8. Teachers and Flexibility

- **8.1. Initial Flexibility:** Within the first 14 days, Students may request to swap their Teacher, language, or course level.
- **8.2. Lock-In:** After 14 days, the course details are locked. Teacher changes are thereafter limited to one (1) per package at the School's discretion.
- **8.3. Unavailability:** If a Teacher becomes unavailable long-term, the School's only obligation is to provide a suitable replacement.

9. Student Obligations

- **9.1. Technical Requirements:** Students must ensure a working computer, internet, and webcam for online lessons.
- **9.2. Code of Conduct:** Zero tolerance for discrimination or harassment. Breach of conduct leads to immediate termination without refund.
- **9.3. Age:** Students must be 18+, or have parental consent.

10. Intellectual Property

All materials provided are the exclusive property of Tobian Language School and are for personal use only. Unauthorised sharing is prohibited.

11. Liability

Liability is limited to the total fees paid by the Student for the current Course Package. The School is not liable for indirect or consequential losses.

12. Data Protection and Privacy

Data is processed per GDPR. Note: Online lessons may be recorded for quality assurance; participation constitutes consent.

13. Complaints and Dispute Resolution

- **13.1. Complaints:** Must be submitted in writing within 7 days of the incident.
- **13.2. Jurisdiction:** Governed by **Dutch Law**. Exclusive jurisdiction: Courts of Groningen, The Netherlands.

14. Force Majeure

Neither party is liable for delays caused by natural disasters, war, or utility failures. Affected lessons will be rescheduled.

15. General

- **15.1. Severability:** If one provision is invalid, others remain in effect.
- **15.2. Amendments:** The School may update these Terms; the version active at the time of your booking applies.

