

General Terms and Conditions

1. Registration

Registration for a course is promptly confirmed by an e-mail from academia. Registrations are considered in the order in which they are received. We will try to offer an alternative if a course is fully booked. Course fees have to be paid before commencement of the course. Services associated with private courses must be made use of within one year.

2. Course cancellation

2.1 Private lessons

Cancellation/Non-commencement of a course

If a customer cannot attend a course or would like to discontinue a course, he/she can appoint someone else to take the course instead.

If a customer does not commence the agreed course right from the start, academia can request compensation amounting to 30% of the total sum due for the agreed course.

If a course participant discontinues the agreed course early, academia can request the fee for instruction already provided (at the rate charged for individual lessons specified in the price list), as well as a compensation and cancellation charge amounting to 30% of the residual value of the agreed course (i.e. equivalent to the value of the teaching not yet provided).

All changes to the contract must be made in writing (e-mail, letter).

Late payment

If, after commencement of a course, one or several payments are not made within the agreed payment period, academia reserves the right to discontinue the course until payment. The course fee continues to be owed. Any collection expenses shall be borne by the customer.

Cancellation/Postponement of lessons

Private lessons can be cancelled until 16:00 on the day before the lesson (or for Monday lessons until 12:00 on Saturday) by e-mail or telephone. If cancellations are made late, the lesson will have to be charged for organisational reasons. Our reception team is available as follows: Monday –Thursday 8:00–20:00, Friday 8:00–18:00 and Saturday 10:00–14:00. Lessons may also take place outside these hours subject to agreement.

2.2 Group lessons

Cancellation/Non-commencement of a course

If a customer cannot attend a course or would like to discontinue a course, he/she can appoint someone else to take the course instead.

If a customer does not commence the agreed course right from the start, academia can request compensation amounting to 30% of the total sum due for the agreed course. Once the course has started, it cannot be cancelled and the customer owes academia the full course fee.

Late payment

If, after commencement of the course, one or several payments are not made within the agreed payment period, academia reserves the right to exclude the participant from lessons until settlement of all outstanding payments. Course fees shall also be owed for the time of exclusion.

Missed lessons/Cancellation of a course

If a course participant fails to attend a group lesson, he/she can neither request repetition of the missed lesson nor compensation for the lesson that was not attended.

academia reserves the right to cancel a group course if the number of participants is too small. The course participants will be refunded the full course fee in such a case.