

General Terms and Conditions

The Cambridge Institute, Vienna – Advanced Learning Systems GmbH

1) Course material / technical infrastructure / Club Activities

1.1) Course Material

The Cambridge Institute (Vienna) provides the student with a multimedia learning centre, printed material and adequate didactical support through qualified teaching staff. In the case of online learning it is the students' responsibility to provide the necessary technical structure. In case of longer than one week of continuous absence this can extend the course duration if it is reported to the school before or during the absence. All extensions can add up to a maximum of six months. If the student needs more time – including these extensions - € 66 per month will be charged.

1.2) Club Activities

Club activities can only be booked within the relevant learning level of the student.

2) Time Management/Frequency of Learning/Postponements and delay of Lessons

2.1) Time Management / Frequency of Learning

The contract partner is free to create his/her own learning time schedule for the various lessons offered (TL/PTL/ESP). Adequate advanced notice needs to be given to book teacher lessons and will be allocated accordingly, subject to availability. A Change of a Diploma Course a student is booked in can only be allowed up to three weeks before the course commences (according to availability).

2.2) Late Cancellation Fee for Teacher Lessons, Private Lessons or Activities

At least 24 hours-notice (one working day) must be given if you wish to move a booked teacher lesson or cancel a booked club activity. For notices later than that, the student will be charged a cancellation fee of € 15.00 for teacher lessons and € 5.00 for Club Activities. Booked Private lessons can be cancelled or moved up to one working day before the day of the booked lesson. Later cancellations of booked lessons or a student no-show in a lesson, results in the loss of the lesson.

2.3) Additional Charges in Case of inappropriate learning

Both Multimedia Lessons preceding a Teacher Lesson have to be fully completed before the commencement of the Teacher Lesson. Otherwise the Teacher Lesson can't be attended and a service charge of € 15.00 applies. The same happens when the student arrives more than ten minutes late.

2.4) Monitoring and reporting of learning progress on behalf of sponsors

If The Cambridge Institute is obliged to report the course progress to sponsors we will arrange a definite and binding course plan (which will nevertheless keep the basic flexibility of the development units 01 – 18).

3) Course Fees

3.1) Payment Delay

The Cambridge Institute (Vienna) holds the right to cease or withhold its service in case of a delayed payment of the outstanding course fee or where any other conditions have remained unfulfilled. The course progress of a student does not influence the financial agreement for neither advance nor part payment. If there is a delay in payment of more than one instalment, The Cambridge Institute has the right to invoice the total outstanding sum at once after a 14-day reminder period.

3.2) Additional costs through payment delays

All prices include 5 % prepayment discount ("Skonto") which expires in case of payment delay. The Cambridge Institute reserves the right to charge interest rates for payment delay. Any costs for collection procedures and encashment will be charged to the contractual partner according to the relevant legal regulations.

3.3) Termination of Course / Failing to fulfil the obligation of presence

In case of an untimely ending of the course for reasons which are not under the influence of The Cambridge Institute, the contract partner remains fully liable for the full payment of the course fees. If the contract partner gets part sponsorship of the course fees, the remaining course fees become due immediately.

4) Certificate Preparation Courses

4.1) Exam registration

If the client has accepted to integrate the relevant Exam Fee into the contract, the client will be registered by The Cambridge Institute automatically for the nearest Exam Date after the end of the course. It is the responsibility of the client to be aware of the relevant regulations of Cambridge CELA. Please note also that a cancellation is not possible after a registration is completed.

4.2) Absence in Certificate Courses

Missed lessons cannot be repeated in other courses. Switching courses or restarting a course is not possible once the course has started.

4.3) Learning Guarantee

If the student attends a minimum of 80% of a diploma course, the course may be repeated once without an additional course fee in the case of a negative exam result if the following requirements have been met:

1. The Exam must be taken in the first exam available after the end of the course (respectively latest within 6 weeks after the end of the course in case of personal unavoidable scheduling problems)
2. Taking the exam after the course repetition is obligatory, the exam fee will be charged at the registration for the guarantee course
3. The student has to do homework as given during the course
4. If "Units" are a part of the course, a maximum of two months per Unit is allowed to finish each Unit.
5. The diploma course must have been started within 3 months after having finished Unit 18
6. The guarantee course has to be started within 3 month after having received the results of the original diploma course

5) Cancellation of a contract is possible exclusively under following circumstances:

5.1) Cancellation of courses covering one or more units of the development course (Unit 1-18) is possible before the introduction lesson within a maximum of 14 days after signing the contract. The cancellation fee in this case is € 125.00 and is due immediately. After participating in an introduction lesson / 1st lesson, a cancellation is not possible.

5.2) Cancellation is not possible for any other kind of courses (private lessons, group courses, certificate/diploma courses, etc.).

6) Paragraphs 1) to 5) are being agreed on as integral components of this contract referred to in further detail on page 1. Austrian law applies. Place of jurisdiction is "Wien Innere Stadt" respectively in the case of private clients that one court which is appropriate factually and geographically.