

GENERAL TERMS AND CONDITIONS OF ENROLMENT AND PAYMENT GOVERNING THE REGULAR VERSION AND THE CORRESPONDENCE VERSION OF THE DUTCH-ENGLISH / ENGLISH-DUTCH GENERAL TRANSLATION COURSE AND THE INTRODUCTORY DUTCH-ENGLISH AND/OR ENGLISH-DUTCH GENERAL TRANSLATION CORRESPONDENCE COURSE OF CHRIS P. ODIJK & XANDRA LAMMERS ENGLISH COURSES & TRANSLATIONS 2019-2020

Scope of Application and Definition

Article 1

These General Terms and Conditions of Payment and Enrolment govern the regular version and the correspondence version of the Dutch-English / English-Dutch General Translation Course and all versions this course comprises as well as the Introductory Dutch-English and/or English-Dutch General Translation Correspondence Course.

This includes the following course options:

1. the Introductory Dutch-English & English-Dutch General Translation Correspondence Course;
2. the Introductory Dutch-English General Translation Correspondence Course;
3. the Introductory English-Dutch General Translation Correspondence Course;
4. the year-long version of the regular Dutch-English & English-Dutch General Translation Course (A);
5. the year-long version of the regular Dutch-English & English-Dutch General Translation (B);
6. the year-long version of the Dutch-English & English-Dutch General Translation Correspondence Course (A);
7. the year-long version of the Dutch-English & English-Dutch General Translation Correspondence Course (B);
8. the year-long version of the Dutch-English General Translation Correspondence Course;
9. the year-long version of the English-Dutch General Translation Correspondence Course;
10. the One-Term version of the Dutch-English & English-Dutch General Translation Correspondence Course (A);
11. the One-Term version of the Dutch-English & English-Dutch General Translation Correspondence Course (B);
12. the One-Term version of the Dutch-English General Translation Correspondence Course (A);
13. the One-Term version of the Dutch-English General Translation Correspondence Course (B);
14. the One-Term version of the English-Dutch General Translation Correspondence Course (A);
15. the One-Term version of the English-Dutch General Translation Correspondence Course (B).

For the purposes of these General Terms and Conditions of Payment and Enrolment, the term 'course' encompasses all the courses and course options mentioned above.

Enrolment

Article 2

- a. Applicants are required to pay an enrolment fee of EUR 50. This enrolment fee is set off against the course fee and is non-refundable, unless the situation described in 3a, 3c or 3d occurs. After submitting the completed and signed enrolment form and paying the enrolment fee, the applicant receives a written confirmation of receipt and an invoice for the balance of the course fee or for the first instalment. The contract between the student and Chris P. Odijk & Xandra Lammers English Courses & Translations takes effect at the date of the confirmation of receipt. (Course fees are to be paid into **ABN-Amro Bank account no. 44.46.78.557** or **ING Bank account no. 58.44.972** in the name of Mr C.P. Odijk and/or Ms A.E.C. Lammers, Erich Salomonstraat 525, 1087 GT Amsterdam, the Netherlands, or other bank or giro accounts to be specified by the latter.)
- b. The applicant must specify on the enrolment form (as part of the name of the course) whether (s)he enrolls for the regular or for the correspondence version of the course and for what course option (s)he enrolls (one direction or two directions, year-long or trimester, Version A or Version B). He or she must also state on the form whether he or she wants to qualify for PE points.
- c. The applicant must specify on the enrolment form whether (s)he is going to pay the course fee in full at the start of the course or in instalments.
- d. The applicant is free to pay the full course fee or the first instalment at the same time that (s)he submits the enrolment form; in that case, the applicant is not required to pay the enrolment fee separately.

Article 3

- a. If there are insufficient participants for the regular course, this course may be cancelled; in that case, the course fee (including the enrolment fee) is refunded. Naturally, if the regular course is cancelled, the applicant may decide to change over to the correspondence course. In that case, the applicant receives another invoice and any tuition fee already paid will be set off against the new invoice amount. Once the regular course has started, however, it cannot be terminated prematurely.
- b. If the regular course capacity is exceeded, applicants for the regular course are accepted in order of enrolment. (Please note that an enrolment is not valid until the enrolment fee and the full course fee or the amount of the first instalment have been paid. The date at which the enrolment fee and the course fee or first instalment have been received determines the order of enrolment for this purpose.)
- c. If the applicant cannot be admitted to the regular course, course fees that may have been paid (including the enrolment fee) are refunded unless (s)he wants to change over to the correspondence version of the course (see Article 3a).
- d. Chris P. Odijk & Xandra Lammers English Courses & Translations reserves the right to change the timing and venue of the course; applicants who have enrolled for the course will receive a

written notification to that effect. Applicants who subsequently decide not to take part in the course are entitled to a refund of any course fee(s) (including the enrolment fee) that may have been paid.

Article 4

- a. Enrolment for any regular course option closes on the date of the first class.
- b. Students may start the correspondence version of any course option at any time convenient to them.

Venue

Article 5

The regular course is held at the location Erich Salomonstraat 525, 1087 GT Amsterdam on Wednesday nights, or on another night and/or at another venue to be specified by Chris P. Odijk & Xandra Lammers English Courses & Translations.

Course fee

Article 6

- a. The course fee for the year-long course (i.e. both the regular and the correspondence course) must be paid either in full at the start of the course or in three instalments. If the applicant opts for payment in full at the start of the course, (s)he is entitled to a discount of between 7% and 18% of the total course fee in the event of payment in instalments, as indicated on the website. (Course fees are to be paid into ABN-Amro bank account no. 44.46.78.557 or ING Bank account no. 58.44.972 in the name of Mr C.P. Odijk and/or Ms A.E.C. Lammers, Erich Salomonstraat 525, 1087 GT Amsterdam, the Netherlands, or into other bank or giro accounts to be specified by them.)
- b. The course fee for the one-term correspondence course must be paid in full at the start of the course.
- c. The Course Reader and other material to be provided during the course are included in the course fee; textbooks, dictionaries and the like are at the student's expense.

Article 7

- a. If the student opts to pay the course fee for the regular year-long course in full at the start of the course, this fee must be paid before the date of the first class.
- b. If the student opts to pay the course fee for the regular year-long course in instalments, the first instalment must be paid before the aforementioned date, the second instalment before 15 January of the next year and the third instalment before 15 April of that same year.

c. If the student opts to pay the course fee for the year-long correspondence course in full at the start of the course, this fee for the correspondence course must be paid before the start date of the course (the date on which the first assignment is sent to the distance student by email).

d. If the distance student who has enrolled for the year-long correspondence course opts for payment in instalments, the first instalment must be paid before the start date of the course (the date on which the first assignment is sent to the distance student by email). The second instalment must be paid 12 weeks later (not counting vacation weeks) and the third instalment 12 weeks after the latter date (again, not counting vacation weeks). The student will be sent instalment invoices for this purpose.

e. The course fee for the one-term version of the Dutch-English and/or English-Dutch General Translation Correspondence Course and the Introductory Dutch-English and/or English-Dutch General Translation Correspondence Course must be paid before the start date of the course (the date on which the first assignment is sent to the distance student by email). Payment by instalments is not possible for any these one-term and introductory courses.

Article 8

a. Failure to attend classes (or to send in assignments in the case of the correspondence course) does not affect the financial obligation towards Chris P. Odijk & Xandra Lammers English Courses & Translations.

b. All costs incurred as a result of non-payment (both judicial and extrajudicial debt collection costs) as well as interest at the statutory rate are charged to the student. In the event of non-payment, the agreement with the student can be unilaterally terminated by Chris P. Odijk & Xandra Lammers English Courses & Translations without any notice of default being required.

c. In the event of non-payment or late payment by the regular student, (s)he can be denied access to the course.

d. In the event of non-payment or late payment by the distance student, no assignments are sent out.

Diploma, Certificate and PE Points

Article 9

a. The full two-year course programme and the B versions of the course are subject to an examination. The other versions of the course do not have an examination.

b. (i) The student who has successfully completed the entire two-year course programme or any B version of the course (at the discretion of the course management) receives a certificate and, if applicable to the relevant student, a 'PE points' declaration as well as a 'certificate of no objection', entitling him or her to sign up for the Institute Examination. The latter is subject to a separate examination fee. (ii) The who has successfully completed the first year of the course pr any other

A version of the course (at the discretion of the course management)) receives a certificate and, if applicable to the relevant student, a 'PE points' declaration.

c. Regulars students can be awarded PE points only for the classes/hours they have actually attended; for this purpose, a student attendance list is maintained during the course.

d. Distance students can be awarded PE points only for assignments they have actually handed in (as recorded in the 'Survey of Submission and Returning of Assignments' (the equivalent of the Attendance List used for the regular course).

e. Distance students are also required to sign a 'compliance declaration' at the start of the course in which they undertake to comply with specific 'rules' during the course. These rules relate, *inter alia*, to the minimum number of hours to be spent on the course, the manner in which the work is done (like avoiding pasting long stretches of text, etc.) and to retain the assignments returned for a period of five years after the completion date of the course.

f. After the course the student is requested to give feedback on the course through an evaluation form. The feedback is then used to fine-tune the course programme.

Cancellation

Article 10

a. Cancellation must be effected by registered letter (the date of the postmark serves as the notification date).

b. If the course is cancelled within seven days of the date of enrolment (but before the start date), no cancellation fee is payable but the enrolment fee is not refunded in that case. If the course is cancelled after this 7-day period has expired (but before the start date), the cancellation fee amounts to EUR 50 (in both cases, this excludes the enrolment fee).

c. The provision of the preceding paragraph does not apply, however, if the date of cancellation falls after the start date of the course (date of the first class or, in the case of the correspondence course, the date on which the first assignment is sent to the distance student by email); in that case, the provisions of Article 11 apply.

Article 11

a. If a student cancels the regular year-long Dutch-English and/or English Dutch General Translation Course *after* the start date of the course (date of the first class), the following applies: (i) If the regular year-long course is cancelled before 1 January of the year that follows the year in which the course starts, 50% of the total tuition fee is payable (irrespective of whether the student has opted for a lump sum payment at the start of the course or payment by instalments). If the enrolment is cancelled on or after 1 January of the aforementioned year, the student owes the entire tuition fee (irrespective of whether the student has opted for a lump-sum payment at the start of the course or payment by instalments). (ii) If the year-long correspondence course is cancelled

within the first 12 weeks (not counting vacation weeks) of the start date of the course, 50% of the total tuition fee is charged (irrespective of whether the student has opted for a lump sum payment at the start of the course or payment in instalments). If the year-long correspondence course is cancelled after this 12-week period the student owes the entire course fee (irrespective of whether the student has opted for a lump sum payment at the start of the course or payment in instalments).

(iii) If a student cancels any one-term version of the Dutch-English and/or English-Dutch Correspondence Course or any Introductory Dutch-English and/or English-Dutch General Translation Correspondence Course after the start date of this course (date on which the first assignment is sent to the student by email), the student is liable to pay the full tuition fee.

b. If a student discontinues his or her participation in the course prematurely, the discount as meant in Article 6(a) is no longer applicable; any amounts deducted from the course fee on that ground must be paid after all.

c. Any outstanding course fee owed by the student must be paid as a one-off payment within 30 days of the date of cancellation.

d. Chris P. Odijk & Xandra Lammers English Courses & Translations will refund to the student any positive balance that may be owed to the latter, for example, because the course fee has already been paid in full (after the amounts owed by the student under this Article have been deducted therefrom).

Article 12

a. If a student dies, the agreement is terminated with immediate effect and only the classes/assignments until the date of death are charged.

b. If the course fee has already been paid in full, the course fee relating to the period following the date of death is refunded to the student's heirs.

Intellectual Property

Article 13

a. Chris P. Odijk & Xandra Lammers English Courses & Translations reserves all rights attached to the course material provided by Chris P. Odijk & Xandra Lammers English Courses & Translations. No part of this material may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of Chris P. Odijk & Xandra Lammers English Courses & Translations.

b. Students are not permitted to make the course material available to third parties, neither during nor after the course.

Complaints Handling Procedure

Article 14

Any complaints are processed in accordance with the Complaints Handling Procedure of Chris P. Odijk & Xandra Lammers English Courses & Translations. This Procedure is published on the website of Chris P. Odijk & Xandra Lammers English Courses & Translations.

Legal Relationship

Article 15

By signing this enrolment form, the student declares that (s)he knows these conditions and unconditionally accepts them. These conditions govern the legal relationship between Chris P. Odijk & Xandra Lammers English Courses & Translations and the student, unless otherwise expressly agreed upon in writing.