

1. Definitions

- 1.1. **Company:** Refers to Convamigo, a registered business under KvK-number 82918139, located at Korenschoofstraat 205, 3513DE, Utrecht, The Netherlands.
- 1.2. **Participant:** Any individual who enrolls in a course, private lesson, or purchases an e-module offered by the Company.
- 1.3. **Group Classes:** A structured course of Dutch lessons delivered online via Google Meet, sold in packages of 8 or 16 sessions.
- 1.4. **Private Lessons:** One-on-one Dutch lessons tailored to the needs of the Participant, delivered online through a platform agreed upon by the Company and Participant.
- 1.5. **E-Modules:** Fully digital courses provided by the Company, delivered individually through an e-learning platform on the Company's website and accessible for 90 days from the date of purchase.
- 1.6. **Session:** A single instance of a lesson within a Group Class or Private Lesson, lasting 90 minutes for Group Classes or as agreed for Private Lessons.
- 1.7. **Agreement:** The legally binding contract entered into between the Company and the Participant upon enrollment or purchase of services.
- 1.8. **Refund Policy:** The set of conditions under which the Participant may be entitled to a refund as detailed in these terms and conditions.
- 1.9. **Technical Issues:** Problems or malfunctions related to the technology used to deliver online services, whether originating from the Company or the Participant.
- 1.10. **Conduct Policy:** The rules and expectations for behavior during lessons or while using the Company's services.

2. General Information

2.1. Company Details

Legal Name: Convamigo
Address: Korenschoofstraat 205, 3513DE, Utrecht, The Netherlands
KvK-number: 82918139
Contact: +31 6 33033125

2.2. Jurisdiction

These terms and conditions are governed by and construed in accordance with the laws of The Netherlands. Any disputes arising from or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of The Netherlands.

3. Dutch Group Classes and Private Lessons

3.1. Course Duration and Format

- 3.1.1. Group classes are sold in packages of 8 (half course) or 16 (full course) lessons.
- 3.1.2. Each session lasts 90 minutes.
- 3.1.3. Classes are delivered online via Google Meet.

3.2. Payments and Fees

- 3.2.1. Group courses must be paid in full upfront prior to the first session. Participants who fail to complete payment by this deadline will not be permitted to participate, unless explicitly agreed upon with a Convamigo representative in writing (black on white).
- 3.2.2. Discounts may be offered periodically and can be redeemed using discount codes where applicable.
- 3.2.3. Private lessons are invoiced monthly, with payment due within 14 days of the invoice date. Late payments are subject to a penalty of €15 per extended one-week payment term.
- 3.2.4. Late payments for private lessons will incur a penalty of €15 per extended one-week payment term.

3.3. Cancellations and Refunds

Participant Cancellations:

- 3.3.1. Full refunds are available if a cancellation is made prior to the start of the course.
- 3.3.2. Private lessons include a trial session.
- 3.3.3. Once the course begins, participants will be charged 60% of the course fee if cancellation occurs before the end of the second session. No refunds will be issued after the second session.
- 3.3.4. Private lessons must be canceled at least 12 hours in advance. Lessons canceled with less notice will be charged in full.

Company Cancellations:

- 3.3.5. In the rare event that a class is canceled by Convamigo, an alternative date or replacement teacher will be arranged. If neither option is feasible, participants will be entitled to a pro-rata refund.

3.4. Attendance

- 3.4.1. No make-up classes are provided for missed sessions. However, recorded sessions will be made available to participants and accessible for 6 days.
- 3.4.2. A minimum attendance of 60% is required to receive a certificate of completion, unless participants can demonstrate they have caught up using recorded sessions.

3.5. Scheduling

- 3.5.1. The group course lesson schedule is predetermined for the year and communicated via the website and email.
- 3.5.2. Private lessons are scheduled through agreement between the assigned teacher and the participant.
- 3.5.3. Rescheduling is rare and, if necessary, participants will be notified via email.

3.6. Access and Use

- 3.6.1. Materials can be downloaded and retained for personal use. Participants are strictly prohibited from sharing or distributing these materials.
- 3.6.2. All lesson contents are protected by intellectual property laws. Participants are not permitted to share, reproduce, or redistribute the materials without prior written consent from Convamigo. Any unauthorized use will result in legal action.

4. E-Modules

4.1. Access and Use

- 4.1.1 E-modules are valid for 90 days from the date of purchase.
- 4.1.2 These fully digital courses are delivered individually through an e-learning platform hosted on the Company's website. Participants can access all materials during the validity period.
- 4.1.3 Materials can be downloaded and retained for personal use. Participants are strictly prohibited from sharing or distributing these materials.

4.2. Licensing

- 4.2.1 All e-module content is protected by intellectual property laws. Participants are not permitted to share, reproduce, or redistribute the materials without prior written consent from Convamigo. Any unauthorized use will result in legal action.

4.3. Refund Policy

- 4.3.1 Refunds are not provided for dissatisfaction with e-modules.
- 4.3.2 Participants are eligible for a refund within 5 days of purchase if they have not accessed or downloaded any materials.

4.4. Communication

- 4.4.1 E-modules do not include interaction with a teacher. Any support inquiries related to e-modules must be directed to the Company's designated support team.

5. General Policies

5.1. Technical Issues

- 5.1.1 Convamigo will provide alternatives or solutions for technical issues originating from its own systems.
- 5.1.2 Convamigo is not liable for technical issues arising from the participant's side, including but not limited to device compatibility or internet connectivity.

5.2. Conduct

- 5.2.1 Participants are required to have a working microphone and webcam to ensure active participation.
- 5.2.2 Respectful behavior towards teachers and fellow participants is mandatory. Convamigo reserves the right to remove any participant displaying disruptive or inappropriate behavior without a refund.

5.3. Data Protection

- 5.3.1 Convamigo processes personal data in compliance with the General Data Protection Regulation (GDPR) and other applicable Dutch privacy laws.
- 5.3.2 Personal data will only be used for the purpose of delivering the services and will not be shared with third parties without prior consent, unless required by law.

5.4. Liability

- 5.4.1 Convamigo is not liable for any loss or damage resulting from technical failures, missed classes, or unmet learning outcomes.
- 5.4.2 Convamigo's total liability for any claim related to its services shall not exceed the total fees paid by the participant for the specific service in question.

5.5. Changes to Terms

- 5.5.1 Convamigo reserves the right to amend these terms and conditions, including pricing and schedules, at its discretion. Participants will be notified of any changes via email at least 14 days in advance of their implementation.

anIf you have any questions or concerns regarding these terms and conditions, please contact Convamigo at info@convamigo.com or +31633033125.

<https://www.linkedin.com/company/convamigo/>



<https://www.instagram.com/convamigo/>



<https://www.facebook.com/convamigo>



<https://twitter.com/convamigo>



+31 6 33 03 31 25

