

Terms and Conditions

(Effective from 18 September 2019)

The terms and conditions are applicable to all course registrations *) on the language courses of the ABC Erwachsenenbildung GmbH in the abc training center.

Registration

Registration form

The registration for any courses starts by sending a completed registration form , whether on-line or in writing, for the course of your choice.

The minimum participants age limit is 18 outside of summer. There is no upper age limit. The minimum age limit for Summer Courses is 6 years old (special courses for children).

The data of the participants will be kept confidential. By registering, the participant agrees that his data may be processed, stored and analyzed in accordance with the Austrian Data Protection Act.

Registration deposit

When registering for any of the Language courses the participants are asked to transfer a **100 € deposit**. The deposit is part of the cost of your course and is deducted from the total course fees. The remaining course fee has to be paid at the latest one week before the course starts.

Please note that your registration will be considered only when your **100 € deposit payment** has been received.

Methods of payment

We accept only bank transfer and cash payments. By Bank transfers please ensure that we receive the **full euro amount required, free of bank charges**, and you indicate the participants name to facilitate the payment identification.

Course confirmation

The **course places** will be given according to the date of the registration form and course deposit payment receipt. The number of free course places available will depend on the number of classes taught, and the number of participants in each class as specified in the course size.

Immediately after receipt of the deposit **we will confirm your course registration**.

Each course is taught only in achieving the minimum number of participants. When necessary, the abc training center reserves the right to alter the timetable and/or transfer participants from one class to another, with the consent of the participant, and to merge small classes or cancel classes and courses.

Failure to achieve the minimum number of participants is possible, with the consent of the participants and the abc training center to shorten the course duration according to increase the contribution rate or pro rata to postpone the start of the course.

If the course is not performed due to **cancellation by the abc training center**, due to, but not limited to, illness of the teachers, insufficient number of participants, climatic events, force majeure or other unforeseen events , the abc training center will agree with the participants an alternative course timetable. Already paid course fees and deposit fees for this canceled courses will be refundable.

In the case of participants course cancellation, the following charges will be applied:

a) notice received more than 14 days before the start date: 100% of the course fees and deposit without penalty will be refundable.

b) notice received within 14 to 8 days before the start date: 50% of the total course fees will be refundable,

c) notice received less than 7 days before the start date or once a course has started, no refund will be given.

Failure to attend the course for any reason whatsoever, participants shall not be entitled to partial or complete recovery of the course fees. When participants wish to postpone the course, or are not able to attend, they are kindly requested to contact immediately the abc training center.

Holidays

There is no reduction in the tuition fees for the courses which include Public Holidays.

Insurance

Participants are advised to arrange full insurance cover for health, belongings and cancellation of their course. The abc training center can not accept responsibility for loss of or damage to participants property.

Complaints

Participants must bring immediately to the attention of the relevant abc training center staff any complaints to be able to deal with them. The abc training center will not accept retrospective complaints.

Conduct and Behaviour

Participants that break the code of conduct or participants displaying any unacceptable behaviour will have their course cancelled without refund.

*) For courses whose participation is supported by public institutions (e. g. German integration courses) registration will only be accepted in person, following the prescribed conditions of these institutions. The abc training center will only administer the registration request, however has no influence on the approval. These conditions are specified in each course registration details.

*) For courses for companies that do not take place in the premises of abc training center, the terms and conditions regarding registration, payment, cancellation, etc. can be individually agreed with the company.

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