



ENROLMENT CONDITIONS

The ILC applies conditions to all enrolments for courses. We recommend that you read our enrolment conditions carefully in advance. This will prevent any misunderstandings, disputes or disappointment. General enrolment conditions Courses are scheduled in consultation with you. Unforeseen circumstances may arise however, as a result of which you may want to depart from the original schedule. In that case we like hear from you in time. In consultation with the trainer concerned we then do our best to readjust the schedule in accordance with your wishes. Training sessions yet to be scheduled must be followed within one year of the start of the course. We do everything possible to accommodate your requests to modify course schedules. Sometimes however this is no longer possible. Your cancellation notice may have been received too late for example, or your schedule may be interconnected with the schedules of other students. In that case the lessons affected will be cancelled. So be sure to record all planned lesson dates carefully in your diary and at other locations in your organization so that changes can be kept to a minimum. Enrolment conditions for individual, in-company, and in-house courses

The enrolment conditions for individual, in-company and in-house courses are as follows:

1. Enrolment takes place by means of a completed and signed enrolment form and a signed quotation.
2. Enrolments are confirmed in writing by the ILC.
3. Invoices for courses are sent out before the course begins, and must also be paid within 14 days of invoice date.
4. All cancellations must be made in writing and signed. If the client cancels an Urgent Intensive course, the ILC is entitled to invoice the following amounts:
 - For cancellations 21 days or more in advance of the commencement date: € 75.00.
 - For cancellations from 7 to 21 days in advance of the commencement date: 50% of the course fee.
 - For cancellations less than one week in advance of the commencement date: the full course fee.
 - Students may also have the course followed by a replacement.
5. The following rules apply to cancellation of phased courses:
 - If the lesson dates scheduled by the ILC are not in agreement with the lesson dates desired by the client, this can be discussed with the trainer during the first subsequent lesson and changed as necessary.
 - Students may cancel a maximum of one lesson once the definitive lesson dates have been determined, provided this is done at least 48 hours in advance of the lesson in question.
 - Cancellations of lessons scheduled for a Monday must be made known to our secretariat by 15.00 on the preceding Friday afternoon at the latest.
 - Students may also have the planned lesson followed by a replacement.

6. The following rules apply to cancellation of in-company and in-house courses:
- Once the definitive lesson dates have been determined with the client, students may cancel a maximum of one lesson provided this is done at least 48 hours in advance of the lesson in question.
 - Cancellations of lessons scheduled for a Monday must be made known to our secretariat by 15.00 on the preceding Friday afternoon at the latest.

Enrolment conditions for group courses on the basis of open enrolment and for internationally recognized diplomas

Participants in these courses are enrolled under the following conditions:

1. Enrolment takes place by means of a completed and signed enrolment form.
2. Enrolments are confirmed in writing by the ILC.
3. Invoices for courses are sent out before the course begins, and must also be paid before the course begins.
4. All cancellations must be made in writing and signed.
5. If a course is cancelled by the client before it starts, the ILC is entitled to invoice € 25.00 cancellation costs.
6. If the course is cancelled by the client while it is in progress the full course fee will be owing.
7. The course management may refuse enrolment if:
 - the course is fully booked.
 - the person enrolling has not had the necessary preliminary training.
 - ILC is entitled to postpone a course or cancel it if there are too few enrolments, or when special circumstances make it necessary to do so.

CANCELLATION INSURANCE

We provide cancellation insurance which may be taken out for the entire course fee. Thanks to this insurance you are able to cancel or change the times of your course at no further cost. We recommend that you take out this insurance if there is a reasonable risk that you might not be able to attend on the agreed dates as a result of business travel or other obligations. The premium for cancellation insurance is € 100.-. More information about insurance is available from our secretariat, which can also provide registration forms.

The secretariat can be contacted by telephone: +31 (0)416 563 000
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