

BGLS - Terms and Conditions

- I. BGLS refers to Brisbane German Language School Group (Incorporated)
- II. An annual Membership per family is required to enrol in a course. Membership is payable each calendar year and is not refundable. All members are entitled to vote for committee members at the AGM.
- III. All students need to enrol for an entire term or semester. Pro-rata fees will only be granted in exceptional circumstances and need to be confirmed by the president of the management committee in writing.
- IV. All fees should be paid at time of registration before classes commence and are non-refundable once the first lesson is completed. If you are unable to pay the fees upfront please contact the school to discuss alternatives.
- V. Should you have to drop out of your course after taking the 1st class we reserve the right to keep 50% of the course fee as "late drop out fee". The course fee is not refundable after the 2nd class of the course. If withdrawing before a course starts, students are eligible for a full refund minus a 10% administration fee. Refund requests must be made in writing and received at least 5 working days before the beginning of the course.
- VI. No refund, transfer or credit will be given should a student fail to attend every class or leave before the end of the term.
- VII. Group class fees cannot be transferred towards private lesson fees and vice versa.
- VIII. Students are responsible for purchase of their text books, either via BGLS or bookstores.
- IX. BGLS reserves the right to re-arrange or to cancel classes if a minimum of students is not reached at any time. If a class is cancelled by BGLS, students can transfer to another class in the current or following term or be fully refunded. Thank you for understanding.
- X. BGLS reserves the right to stop tuition to any student displaying inappropriate behaviour, without any refund or credit.
- XI. To ensure that BGLS delivers the best quality in teaching, BGLS reserves the right to redirect a student to another class level, at any time, if the student's level does not match the rest of the class.
- XII. Should classes or events be cancelled due to an act of God, no refund, nor credit will be given and rescheduling of event or classes is not guaranteed.
- XIII. Vouchers are valid only until the stated expiry date and are not transferable or redeemable for cash or credit.
- XIV. New students can attend one (1) trial class (Schnupperstunde) and try out the different levels during that one trial class to see where they feel most comfortable.
- XV. BGLS reserves the right to change or alter these terms and conditions at any time.