



**Berlitz**<sup>®</sup>

# Program Conditions

# Berlitz Deutschland GmbH

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# Berlitz language programs for adults

# Berlitz In-Person: Individual Training

Program Conditions	Total Immersion®	Private Premium
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Contract can be terminated until 3 working days (Mon-Fri) before program start date.</li> <li>– After a 30% cancellation fee is applied.</li> <li>– No refund after contract expiration date.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated at any time.</li> <li>– Up to 7 days before start date: Materials, service fees, and unused lessons are fully refunded.</li> <li>– Less than 7 days before start date: Materials, service fees, and unused lessons not cancelled by the due date are non-refundable.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	60 lessons per week	flexible
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	<ul style="list-style-type: none"> <li>– Monday to Friday: 08.45 – 17.45 CET</li> <li>– Other times available upon request and availability.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>	<ul style="list-style-type: none"> <li>– Lesson schedule flexible depending on trainer availability of delivering Berlitz Center.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
<b>Number of Participants</b>	1	1
<b>Program includes:</b>	Placement test, program orientation, digital and/or print learning materials, progression reporting, lunch with instructor, Berlitz level test if required and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.

# Berlitz In-Person: Individual Training

Program Conditions	Private “Kompakt”	Private “Happy Hour” (not in all Berlitz Centers available)
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Contract can be terminated until 3 working days (Mon-Fri) before program start date.</li> <li>– Less than 3 days before program start date: 30% cancellation fee is applied.</li> <li>– No contract termination possible after course start.</li> <li>– No refund after program start.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated at any time.</li> <li>– Up to 7 days before start date: Materials, service fees, and unused lessons are fully refunded.</li> <li>– Less than 7 days before start date: Materials, service fees, and unused lessons not cancelled by the due date are non-refundable.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	20, 40 or 80 lessons	flexible
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	<ul style="list-style-type: none"> <li>– 20 lesson package: 2 months</li> <li>– 40 lessons package: 4 months</li> <li>– 80 lesson package: 8 months</li> <li>– Lessons not taken expire at the end of the program duration of the above packages (program duration starts with first lesson). No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	<ul style="list-style-type: none"> <li>– Lesson schedule flexible depending on trainer availability of delivering Berlitz Center.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>	<ul style="list-style-type: none"> <li>– The available times for the Happy Hour lessons will be specified by the Berlitz center before course start and added to the study contract.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
<b>Number of Participants</b>	1	1
<b>Program includes:</b>	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.

# Berlitz In-Person: Semi-Private

Program Conditions	Semi-Private
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Up to 4 weeks before first lesson date, otherwise 20% of course fees charged.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	depending on program selection
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Lesson schedule as per local Berlitz center availability.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
Number of Participants	2
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.
Arrangement if minimum number of participants not reached	<p>The minimum number of participants is 2. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 1 participant: lesson postponement or conversion to individual training based on current price list.</li> </ul>

# Berlitz In-Company Group Training

Program Conditions	Corporate Group Premium	Corporate Group “Kompakt”
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Contract can be terminated at any time.</li> <li>– Up to 7 days before start date: Materials, service fees, and unused lessons are fully refunded.</li> <li>– Less than 7 days before start date: Materials, service fees, and unused lessons not cancelled by the due date are non-refundable.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated up to 5 working days Monday to Friday before first lesson.</li> <li>– No refund after notice period.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	<ul style="list-style-type: none"> <li>– flexible</li> <li>– 1 Berlitz level: 60 lessons with 2 to 6 participants</li> <li>– 1 Berlitz level: 80 lessons with 7 to 10 participants</li> </ul>	1 Berlitz level: 60 lessons
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– 60 lessons taken within a 10-week period</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	– Flexible. The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).	– Flexible. The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).
<b>Number of Participants</b>	max. 10	2 to 6
<b>Program includes:</b>	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.



# Berlitz In-Person: Open Group Training

Program Conditions	Group instruction: 3-6 participants	Group instruction: 7-12 participants	Group instruction: 10-16 participants
<b>Contract Duration</b>	1 year	1 year	1 year
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Materials and service fees are non-refundable.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Materials and service fees are non-refundable.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Materials and service fees are non-refundable.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	1 Berlitz level: 60 lessons	1 Berlitz level: 80 lessons	1 Berlitz level: 120 lessons
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	based on group schedule	based on group schedule	based on group schedule
<b>Lesson Scheduling and Rescheduling</b>	fixed group schedule (rescheduling not possible)	fixed group schedule (rescheduling not possible)	fixed group schedule (rescheduling not possible)
<b>Number of Participants</b>	3 to 6	7 to 12	10 to 16
<b>Program includes:</b>	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if part of program and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if part of program and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if part of program and Berlitz certificate.
<b>Arrangement if minimum number of participants not reached</b>	<p>The minimum number of participants in a group with 60 lessons is 3. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 2 participants: 40 lessons or course postponement</li> <li>– 1 participant: 20 lessons</li> </ul>	<p>The minimum number of participants in a group with 80 lessons is 7. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 4-6 participants: 60 lessons</li> <li>– 3 participants: 40 lessons;</li> <li>– 1-2 participants: 20 lessons (course will be conducted virtually, client has special right of termination)</li> </ul>	<p>The minimum number of participants in a group with 120 lessons is 10. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 7-9 participants: 80 lessons</li> <li>– 5-6 participants: 60 lessons</li> <li>– 4 participants or less: course postponement</li> </ul>

# Berlitz In-Person or Live Online: Bildungsurlaub (“Educational Leave”)

Program Conditions	Bildungsurlaub (“Educational Leave”)
Legislation and Learning Format	<ul style="list-style-type: none"> <li>– Educational leave laws in all federal states except Bavaria and Saxony</li> <li>– Courses delivered in-person – live online delivery possible in some federal states</li> </ul>
Contract Duration	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Free up to 4 weeks before first lesson</li> <li>– 50% charge up to 5 days before first lesson. Materials and service fees are fully refunded.</li> <li>– 70% charge between 5 and 1 day before first lesson. Materials and service fees are non-refundable.</li> <li>– After course start date no refund.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Registration	Berlitz sends certificate of recognition
Program Scope	40 lessons
Lesson Unit Duration	45 minutes
Program Duration	as per group schedule, usually 5 days
Lesson Scheduling and Rescheduling	According to group schedule - no rescheduling possible.
Number of Participants	7 to 10
Technical Requirements	Live Online: <a href="#">see info sheet</a>
Program includes:	Placement test, program orientation, digital and/or print learning materials, Berlitz level test if included and Berlitz certificate
Arrangement if minimum number of participants not reached	Number of lessons based on number of learners per group: <ul style="list-style-type: none"> <li>– 7 to 10 learners: 40 lessons (of which 5 are project units)</li> <li>– 4 to 6 learners: 40 lessons (of which 10 are project units)</li> <li>– 1 to 3 learners: course postponement</li> </ul>

# Berlitz In-Person: Special Business Programs

Program Conditions	Group instruction: 3-6 participants (Business)	Business Workshops
Contract Duration	1 year	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Full refund up to 4 weeks before first lesson</li> <li>– 50% charge up to 5 days before first lesson. Materials and service fees are fully refunded.</li> <li>– 70% charge between 5 and 1 day before first lesson. Materials and service fees are non-refundable.</li> <li>– After course start date no refund</li> </ul>	<ul style="list-style-type: none"> <li>– Full refund up to 4 weeks before first lesson</li> <li>– 50% charge up to 5 days before first lesson. Materials and service fees are fully refunded.</li> <li>– 70% charge between 5 and 1 day before first lesson. Materials and service fees are non-refundable.</li> <li>– After course start date no refund</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	30 lessons	20 lessons
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	based on group schedule (rescheduling not possible) (e.g. 1 x per week for 10 weeks)	based on group schedule (rescheduling not possible) (i.e., 2 full days from 8.45 – 17.00 CET)
Lesson Scheduling and Rescheduling	fixed dates	fixed dates
Number of Participants	3 to 6	3 to 6
Arrangement if minimum number of participants not reached	<p>The minimum number of participants is 3. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 2 participants: 20 lessons or course postponement;</li> <li>– 1 participant: 10 lessons or course postponement</li> </ul>	<p>The minimum number of participants is 3. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 2 participants: 12 lessons or course postponement;</li> <li>– 1 participant: course postponement</li> </ul>
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting and Berlitz certificate.	Placement test, program orientation, digital and/or print learning materials, progression reporting and Berlitz certificate.

# Berlitz Live Online: Individual Training

Program Conditions	Private "Offer"	Private	Private Premium
Contract Duration	1 year	1 year	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Refund only up to the 7th day after receiving the access data to the MyBerlitz portal, if no lessons have been scheduled.</li> <li>– No refund or cancellation possible after the 7<sup>th</sup> day.</li> <li>– Materials and service fees are non-refundable.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Within the 6-month program period, contract can be terminated up to 24 hours CET workday (Monday to Friday) before next scheduled lesson with a refund for unused portion of the contract.</li> <li>– Materials and service fees are non-refundable.</li> <li>– No refund after expiration of program period.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Within the program period, contract can be terminated up to 24 hours CET workday (Monday to Friday) before next scheduled lesson with a refund for unused portion of the contract.</li> <li>– Materials and service fees are non-refundable.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	20 or 40 lessons	40 lessons	flexible and customized
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	<ul style="list-style-type: none"> <li>– 20 lessons to be completed within 3 months</li> <li>– 40 lessons to be completed within 6 months</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– 40 lessons to be completed within 6 months.</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– Unless otherwise agreed, the program duration is one year from contract date.</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Fixed schedule booked in advance, booked by customer in MyBerlitz portal.</li> <li>– Lessons available Mon-Fri 24 H, Sat-Sun 7.00-15.00 CET</li> <li>– Number of instructors assigned: unlimited</li> <li>– Customer Support via MyBerlitz portal via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Lessons can be rebooked or cancelled up to 24 hours in advance.</li> <li>– 1 session can be rebooked and 1 session can be cancelled and rescheduled at a later date.</li> </ul>	<ul style="list-style-type: none"> <li>– Fixed or flexible timetable in the MyBerlitz portal.</li> <li>– Lessons available Mon-Fri 24 H, Sat-Sun 7.00-15.00 CET</li> <li>– Number of instructors assigned: max. 5</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Lessons can be rebooked or cancelled up to 24 hours in advance.</li> <li>– 10 sessions can be rebooked and 10 sessions can be cancelled and rescheduled at a later date.</li> </ul>	<ul style="list-style-type: none"> <li>– Fixed or flexible timetable in the MyBerlitz portal.</li> <li>– 100% planning flexibility with unlimited rebooking and cancellation options.</li> <li>– Lessons available Mon-Fri 24 H, Sat-Sun 7.00-15.00 CET</li> <li>– Number of instructors assigned: max. 5</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Lessons can be rebooked or cancelled up to 24 hours in advance.</li> </ul>
Number of Participants	1	1	1
Technical Requirements	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
Program includes:	Placement test, self-guided program orientation, access to MyBerlitz (2 years), lesson recordings (90 days), progression reporting, Berlitz level test if required and Berlitz certificate.	Placement test, live online or self-guided program orientation, access to MyBerlitz (2 years), lesson recordings (90 days), progression reporting, Berlitz level test if required and Berlitz certificate.	Placement test, live online or self-guided program orientation, access to MyBerlitz (2 years), lesson recordings (90 days), progression reporting, Berlitz level test if required and Berlitz certificate.

# Berlitz Live Online: Group Training

Program Conditions	Open Group	Corporate Group
<b>Contract Duration</b>	1 year	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund.</li> <li>– Up to 7 days before start date: 80% of the tuition fee are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Materials and service fees are non-refundable.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated up to 24 hours CET workday (Monday to Friday) before next scheduled lesson with a refund for unused portion of the contract.</li> <li>– Up to 7 days before start date: Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date: Materials and service fees are non-refundable.</li> <li>– No refund after expiration of contract.</li> <li>– Mondly app license (if booked): no refund possible once license is activated.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	3 to 6 participants: 40 lessons à 60 minutes 7 to 10 participants: 40 lessons à 90 minutes	flexible
<b>Lesson Unit Duration</b>	60 minutes incl. 5-minute break or 90 minutes incl. 5-minute break	60 minutes incl. 5-minute break or 45 minutes incl. 5-minute break
<b>Program Duration</b>	10 or 20 weeks depending on the schedule	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	<ul style="list-style-type: none"> <li>– Fixed course schedule (days, time, duration, start date), no date changes by the customer possible.</li> <li>– Lessons are also held on German holidays except December 23rd to January 6th.</li> <li>– Number of instructors assigned: max. 5</li> <li>– Customer Support via “MyBerlitz” portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> </ul>	<ul style="list-style-type: none"> <li>– Flexible – schedule can only be changed via a nominated company representative.</li> <li>– Number of instructors assigned: max. 5</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Lessons can be rebooked or cancelled up to 24 hours in advance via nominated company representative.</li> </ul>
<b>Number of Participants</b>	3 to 6 or 7 to 10	2 to 10
<b>Technical Requirements</b>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
<b>Program includes:</b>	Placement test, live online or self-guided program orientation, access to MyBerlitz (2 years), lesson recordings (90 days), progression reporting, Berlitz level test if part of program and Berlitz certificate.	Placement test, live online or self-guided program orientation, access to MyBerlitz (2 years), lesson recordings (90 days), progression reporting, Berlitz level test if part of program and Berlitz certificate.
<b>Arrangement if minimum number of participants not reached</b>	The minimum number of participants is 3 in a group with 3 to 6 participants and 7 in a group with 7 to 10 participants. If the minimum number is not reached, the participants will be rebooked to the next scheduled start date of a group with the same level.	n/a

# Berlitz Live Online: Group Training German (Germany)

Program Conditions	Open Group German
Contract Duration	1 year
Termination and Withdrawal of Contract	4 weeks before first lesson of each level – otherwise no refund.
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	80 lessons
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	6, 14 or 20 weeks
Lesson Schedule	<ul style="list-style-type: none"> <li>– Intensive courses: 6 weeks, every weekday 09.00 to 11.15 or 14.00 to 16.15 CET</li> <li>– Evening courses: 14 weeks, 2 evenings per week 18.00 to 20.15 CET</li> <li>– Saturday course: 20 weeks, Saturdays 09.00 to 12.00 CET</li> <li>– There are no classes on national holidays in Germany and holidays of the state of Baden-Württemberg. There are also no classes in the last two calendar weeks of the year. The scope of the program remains unaffected.</li> </ul>
Number of Participants	7 to 12
Technical Requirements	<a href="#">see info sheet</a>
Arrangement if minimum number of participants not reached	<p>The minimum number of participants in a group with 80 lessons is 7. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 4-6 participants: 60 lessons</li> <li>– 3 participants: 40 lessons;</li> <li>– 1-2 participants: course cancellation or postponement</li> </ul>
Program includes:	Placement test, live online program orientation, access to MyBerlitz (2 years), progression reporting, Berlitz certificate and Berlitz level test (depending on level)

# Berlitz Flex

Program Conditions	Berlitz Flex – 6 months	Berlitz Flex – 12 months	Berlitz Flex – All you can learn
Contract Duration	6 months	12 months	12 months
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Full refund up to the 10th day after receipt of the access data to the MyBerlitz customer portal.</li> <li>– After notice period no refund or cancellation.</li> </ul>	<ul style="list-style-type: none"> <li>– Full refund up to the 10th day after receipt of the access data to the MyBerlitz customer portal.</li> <li>– After notice period no refund or cancellation.</li> </ul>	<ul style="list-style-type: none"> <li>– Full refund up to the 10th day after receipt of the access data to the MyBerlitz customer portal.</li> <li>– After notice period no refund or cancellation.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	20 live coaching sessions	40 live coaching sessions	up to 160 live coaching sessions
Lesson Unit Duration	30 minutes incl. 5-minute break	30 minutes incl. 5-minute break	30 minutes incl. 5-minute break
Program Duration	up to 6 months	up to 12 months	12 months
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET.</li> <li>– Number of instructors assigned: unlimited</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Live coaching sessions can be rebooked or cancelled up to 24 hours in advance.</li> <li>– Scheduling of live coaching sessions via MyBerlitz.</li> <li>– Live coaching sessions unlock after completing 2 preceding self-learning lessons.</li> <li>– After completing all coaching sessions of a Berlitz level, further coaching sessions of the current Berlitz level can be scheduled. Maximum one per calendar day until the end of the program.</li> </ul>	<ul style="list-style-type: none"> <li>– Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET.</li> <li>– Number of instructors assigned: unlimited</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Live coaching sessions can be rebooked or cancelled up to 24 hours in advance.</li> <li>– Scheduling of live coaching sessions via MyBerlitz.</li> <li>– Live coaching sessions unlock after completing 2 preceding self-learning lessons.</li> <li>– After completing all coaching sessions of a Berlitz level, further coaching sessions of the current Berlitz level can be scheduled. Maximum one per calendar day until the end of the program.</li> <li>– Access to the coaching session of the previous level expires with activation of the new level.</li> <li>– A level must be fully and successfully completed before the following level can be activated.</li> </ul>	<ul style="list-style-type: none"> <li>– Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET.</li> <li>– Number of instructors assigned: unlimited</li> <li>– Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li> <li>– Live coaching sessions can be rebooked or cancelled up to 24 hours in advance.</li> <li>– Scheduling of live coaching sessions via MyBerlitz.</li> <li>– Live coaching sessions unlock after completing 2 preceding self-learning lessons.</li> <li>– After completing all coaching sessions of a Berlitz level, further coaching sessions of the current Berlitz level can be scheduled. Maximum one per calendar day until the end of the program.</li> <li>– Access to the coaching session of the previous level expires with activation of the new level.</li> <li>– Access to the next Berlitz Level on request via MyBerlitz portal.</li> <li>– A level must be fully and successfully completed before the following level can be activated.</li> </ul>
Number of Participants	1	1	1
Technical Requirements	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
Program includes:	Placement test, self-guided or live program orientation, access to MyBerlitz (1 level) and to lesson recordings (90 days), progression reporting and certificate of participation.	Placement test, self-guided or live program orientation, access to MyBerlitz (2 levels) and to lesson recordings (90 days), progression reporting and certificate of participation.	Placement test, self-guided or live program orientation, access to MyBerlitz (up to 8 levels) and to lesson recordings (90 days), progression reporting and certificate of participation.

# Berlitz On Demand

Program Conditions	Berlitz On Demand
Contract Duration	6 or 12 months
Termination and Withdrawal of Contract	<ul style="list-style-type: none"><li>- Full refund up to the 10th day after receipt of the access data to the MyBerlitz customer portal.</li><li>- After notice period no refund or cancellation.</li></ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	Access to MyBerlitz (up to 8 levels). A level must be fully and successfully completed before the following level can be activated.
Program Duration	6 or 12 months
Customer Support	<ul style="list-style-type: none"><li>- Customer Support via MyBerlitz portal Mon-Fri 24H, Sat-Sun 7.00-15.00 CET (in English) and Mon-Fri 8.00-20.00 CET (in German)</li></ul>
Number of Participants	1
Technical Requirements	<a href="#">see info sheet</a>
Program includes:	Placement test, self-guided program orientation, access to MyBerlitz (up to 8 levels), progression reporting and certificate of participation.





# Berlitz Connect

Program Conditions	Berlitz Connect: Classic	Berlitz Connect: Plus	Berlitz Connect: Premium
Contract Duration	Berlitz Connect license duration (3, 6 or 12 months)	Berlitz Connect license duration (3, 6 or 12 months)	Berlitz Connect license duration (3, 6 or 12 months)
Termination and Withdrawal of Contract	Full refund before first login (licenses can be cancelled within 30 days from receiving the access and only if the audit and the log-in has not been activated). No refund after first login.	Full refund before first login (licenses can be cancelled within 30 days from receiving the access and only if the audit and the log-in has not been activated). No refund after first login.	Full refund before first login (licenses can be cancelled within 30 days from receiving the access and only if the audit and the log-in has not been activated). No refund after first login.
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	<ul style="list-style-type: none"> <li>– Unlimited access to self-study 24/7</li> </ul>	<ul style="list-style-type: none"> <li>– Unlimited access to self-study 24/7</li> <li>– Unlimited access to group conversation courses during license duration</li> </ul>	<ul style="list-style-type: none"> <li>– Unlimited access to self-study 24/7</li> <li>– Unlimited access to group conversation courses during license duration</li> <li>– Private phone/Skype lessons (number of lessons as per selected program package)</li> </ul>
Lesson Unit Duration	n/a	group conversation courses: 30 minutes	private lessons and group conversation courses: 30 minutes
Program Duration	3, 6 or 12 months	3, 6 or 12 months	3, 6 or 12 months. Lessons not taken expire at the end of the program period. No refund possible.
Lesson Scheduling and Rescheduling	n/a	<p><b>Group conversation courses available:</b></p> <ul style="list-style-type: none"> <li>– English: 7 days a week, 1 class per hour on the hour</li> <li>– French: Mon-Fri 4 classes per day: 10.00, 12.00, 16.00, 19.00 CET</li> <li>– Spanish: Mon-Fri 5 classes per day: 10.00, 12.00, 16.00, 19.00, 21.00 CET</li> <li>– German: Mon-Fri 3 classes per day: 10.00, 16.00, 20.00 CET</li> </ul> <p><b>Live Support available:</b></p> <ul style="list-style-type: none"> <li>– English: 24/7</li> <li>– French, Spanish, German: Mon-Fri 9.00-10.00, 11.30-12.30, 15.00-16.00, 18.00-19.00 CET</li> </ul>	<p>Rescheduling of phone/Skype lessons up to 6 hours before phone/Skype lesson time</p> <p><b>Group conversation courses available:</b></p> <ul style="list-style-type: none"> <li>– English: 7 days a week, 1 class per hour on the hour</li> <li>– French: Mon-Fri 4 classes per day: 10.00, 12.00, 16.00, 19.00 CET</li> <li>– Spanish: Mon-Fri 5 classes per day: 10.00, 12.00, 16.00, 19.00, 21.00 CET</li> <li>– German: Mon-Fri 3 classes per day: 10.00, 16.00, 20.00 CET</li> </ul> <p><b>Live Support available:</b></p> <ul style="list-style-type: none"> <li>– English: 24/7</li> <li>– French, Spanish, German: Mon-Fri 9.00-10.00, 11.30-12.30, 15.00-16.00, 18.00-19.00 CET</li> </ul>
Number of Participants	1	1 and group conversation courses with up to 8 participants	1 plus group training with up to 8 participants
Technical Requirements	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
Program includes:	Self-guided orientation, online audit/placement.	Self-guided orientation, online audit/placement, unlimited access to group conversation courses and Live Support.	Self-guided orientation, online audit/placement, unlimited access to group conversation courses, Live Support, booked number of phone/Skype lessons

# Berlitz Live Online: Phone/Skype Lessons

Program Conditions	Individual training by phone/Skype
Contract Duration	12 months
Termination and Withdrawal of Contract	<ul style="list-style-type: none"><li>– Up to 6 hours before scheduled lesson for unused portion of the phone lessons during the contract period. Client needs to cancel all future planned lessons via the NetPlanning platform.</li><li>– After expiration of contract period no refund.</li></ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	flexible (as per selected program package)
Lesson Unit Duration	30 minutes
Program Duration	<ul style="list-style-type: none"><li>– 12 months</li><li>– Lessons not taken expire at the end of the program period. No refund possible.</li></ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"><li>– Booking of lessons directly via the NetPlanning platform.</li><li>– Lessons can be rescheduled up to 6 hours before start of lesson.</li></ul>
Number of Participants	1
Technical Requirements	<a href="#">see info sheet</a>
Program includes:	self-guided online tutorial

# Berlitz Study Abroad

Program Conditions	Berlitz Study Abroad Language Courses
Contract Duration	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"><li>– Notice period based on study abroad destination and local policy.</li><li>– Mondly app license (if booked): no refund possible once license is activated.</li></ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	many options available based on training location
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	<ul style="list-style-type: none"><li>– flexible: 1 to 16 weeks</li><li>– Lessons not taken expire at the end of the program period. No refund possible.</li></ul>
Lesson Scheduling and Rescheduling	according to local Berlitz Language Center opening times and program schedules
Number of Participants	1:1 and/or small group
Program includes:	Course details are dependent on program package and will be provided with the booking details.

# Language examinations and certificates, exam preparation

# Exam preparation courses for internationally recognized language certificates: telc (German)

Program Conditions	telc exam preparation group course (“compact”)	telc exam preparation group course (“continuous”)
<b>Contract Duration</b>	course duration	course duration
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Contract can be terminated up until 4 weeks before program start date.</li> <li>– After notice period no refund.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated up until 4 weeks before program start date.</li> <li>– After notice period no refund.</li> </ul>
<b>Terms of Payment</b>	payment in full before first lesson	payment in full before first lesson
<b>Program Scope</b>	20 lessons	20 lessons
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	5 x 2 lessons/2 weeks	2 x 2 lessons/5 weeks
<b>Number of Participants</b>	5 to 10	5 to 10
<b>Technical Requirements</b>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
<b>Training Location</b>	Live Online	Live Online
<b>Arrangement if minimum number of participants not reached</b>	<p>The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 2 or 3 participants: 16 lessons</li> <li>– 1 participant: course postponement</li> </ul>	<p>The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 2 or 3 participants: 16 lessons</li> <li>– 1 participant: course postponement</li> </ul>
<b>Program includes:</b>	orientation session at the start of the course	orientation session at the start of the course

# Exam preparation courses for internationally recognized language certificates – English: TOEIC, TOEFL, IELTS, Cambridge/German: telc, WiDaF/French: DELF/DALF/Spanish: DELE/Chinese: HSK

Program conditions	Blended Individual: self-study & live training (Live Online or at a Berlitz Center)	Blended Group: self-study & live training (Live Online or at a Berlitz Center)
<b>Available for the Following Language Certificates:</b>	<ul style="list-style-type: none"> <li>– TOEIC Listening &amp; Reading, TOEIC Speaking &amp; Writing</li> <li>– TOEFL ITP, TOEFL iBT &amp; TOEFL Junior</li> <li>– IELTS, Cambridge, WiDaF, DELF/DALF, DELE, HSK</li> <li>– telc German B1 and B2</li> </ul>	<ul style="list-style-type: none"> <li>– TOEIC Listening &amp; Reading</li> <li>– TOEFL ITP, TOEFL iBT &amp; TOEFL Junior</li> <li>– IELTS Academic</li> </ul>
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.	course duration
<b>Termination and Withdrawal of Contract</b>	<p><b>Live Online training</b></p> <ul style="list-style-type: none"> <li>– Within the program period, the contract can be terminated up to 1 full working day (Mon-Fri) before next scheduled lesson with a refund for unused portion of the contract. Materials and service fees are non-refundable. No refund after expiration of program period.</li> </ul> <p><b>In-person training</b></p> <ul style="list-style-type: none"> <li>– Within contract period, the contract can be terminated up to 14.00 CET the working day (Mon-Fri) before next scheduled lesson with a refund for unused portion of the contract.</li> <li>– Materials and service fees are non-refundable. No refund after expiration of contract.</li> </ul> <p><b>E-learning license:</b> no refund possible once license is activated.</p>	<p><b>Intensive group course 1 week (live online training and in-person training):</b></p> <ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund.</li> <li>– Less than 28 days before start date: 50% of the tuition fees are refunded. Service fees are fully refunded.</li> <li>– Up to 5 days before start date: 30% of the tuition fees are refunded. Service fees are non-refundable.</li> <li>– After course start date no cancellation.</li> </ul> <p><b>Group course 12 weeks (live online training and in-person training):</b></p> <ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund.</li> <li>– Up to 7 days before start date: 80% of the tuition fee are refunded. Service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Service fees are non-refundable.</li> </ul> <p><b>E-learning license:</b> no refund possible once license is activated.</p>
<b>Terms of Payment</b>	full fees due before first lesson via invoice or bank debit mandate	full fees due before first lesson via bank debit mandate
<b>Program Scope</b>	E-learning license (3 months) plus <ul style="list-style-type: none"> <li>– 12 lessons (Emergency) or</li> <li>– 24 lessons</li> </ul>	E-learning license (3 months) plus <ul style="list-style-type: none"> <li>– 25 lessons (intensive group course 1 week) or</li> <li>– 72 lessons (group course 12 weeks)</li> </ul>
<b>Lesson Unit Duration</b>	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
<b>Program Duration</b>	Flexible. Lessons not taken expire at the end of the contract period. No refund possible.	<ul style="list-style-type: none"> <li>– Intensive group course 1 week: 25 lessons, 5 x 5 lessons/5 days</li> <li>– Group course 12 weeks: 72 lessons, 2 x 3 lessons/12 weeks</li> </ul>
<b>Number of Participants</b>	1	<ul style="list-style-type: none"> <li>– Intensive group course 1 week: 3 to 6 participants</li> <li>– Group course 12 weeks: 5 to 10 participants</li> </ul>
<b>Technical Requirements</b>	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
<b>Arrangement if minimum number of participants not reached</b>	n/a	<p><b>Intensive group course 1 week:</b></p> <ul style="list-style-type: none"> <li>– 3 to 6 participants: 25 lessons   2 participants: 20 lessons   1 participant: 10 lessons</li> </ul> <p><b>Group course 12 weeks:</b></p> <ul style="list-style-type: none"> <li>– 5 to 10 participants: 72 lessons   3 to 4 participants: 60 lessons</li> <li>– 2 participants: 40 lessons   1 participant: 15 lessons</li> </ul>

# Exam preparation courses for internationally recognized language certificates – English: TOEFL, iBT, ITP, Junior Vacation Courses / TOEFL Junior Group Courses

Program conditions	Blended Group: self-study & live training (Live Online or at a Berlitz Center)
Available for the Following Language Certificates:	<ul style="list-style-type: none"> <li>– TOEFL ITP, TOEFL iBT, TOEFL Junior vacation courses</li> <li>– TOEFL Junior group course</li> </ul>
Contract Duration	course duration
Termination and Withdrawal of Contract	<p><b>Junior vacation course 1 week (live online training and in-person training):</b></p> <ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund.</li> <li>– Less than 28 days before start date: 50% of the tuition fees are refunded. Service fees are fully refunded.</li> <li>– Up to 5 days before start date: 30% of the tuition fees are refunded. Service fees are non-refundable.</li> <li>– After course start date no cancellation.</li> </ul> <p><b>Junior group course 10 weeks (live online training and in-person training):</b></p> <ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund.</li> <li>– Up to 7 days before start date: 80% of the tuition fee are refunded. Service fees are fully refunded.</li> <li>– Less than 7 days before start date: notice of withdrawal can only be given in writing after 4 weeks after the first lesson date. Refund of unused portion of the tuition fee is given from the 1st day of the month following the 4-week termination period, which starts from date of notification. Service fees are non-refundable.</li> </ul> <p><b>E-learning license:</b> no refund possible once license is activated.</p>
Terms of Payment	full fees due before first lesson via bank debit mandate
Program Scope	E-learning license (3 months) and 20 lessons
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	<ul style="list-style-type: none"> <li>– <b>Vacation course 1 week:</b> 20 lessons, 5 x 4 lessons/5 days</li> <li>– <b>Group course 10 weeks:</b> 20 lessons, 1 x 2 lessons/10 weeks</li> </ul>
Number of Participants	<ul style="list-style-type: none"> <li>– <b>Vacation course 1 week:</b> 4 to 6 participants</li> <li>– <b>Group course 10 weeks:</b> 4 to 6 participants</li> </ul>
Technical Requirements	<a href="#">see info sheet</a>
Arrangement if minimum number of participants not reached	<p><b>Vacation course / group course:</b></p> <ul style="list-style-type: none"> <li>– 4 to 6 participants: 20 lessons</li> <li>– 2 to 3 participants: 16 lessons</li> <li>– 1 participant: course postponement</li> </ul>

# Self-Study Online Exam Preparation for Internationally Recognized Language Certificates

Program conditions	Self-study online exam preparation
Available for the Following Language Certificates:	<ul style="list-style-type: none"><li>- telc B1 and B2</li><li>- TOEIC Listening &amp; Reading, TOEIC Speaking &amp; Writing</li><li>- TOEFL ITP, TOEFL iBT, TOEFL Junior</li><li>- IELTS</li><li>- Cambridge</li><li>- WiDaF</li><li>- DELF/DALF</li><li>- DELE</li><li>- HSK</li></ul>
Contract Duration	3-month license
Termination and Withdrawal of Contract	No refund possible once license is activated.
Terms of Payment	Payment before activation of the license via bank debit mandate must be received in full.
Program Scope	unlimited within the license duration
Lesson Unit Duration	n/a
Program Duration	3-month license
Number of Participants	self-study (alone)
Technical Requirements	<a href="#">see info sheet</a>
Training Location	online (self-study)



# Examination Entrance at the Berlitz Center

Program Conditions	Group exam	Individual exam
<b>Termination and Withdrawal of Contract</b>	Up to 30 days (telc) or 15 days (ETS tests) before the day of the exam, after which date no cancellation is possible.	Up to 30 days (telc) or 15 days (ETS tests) before the day of the exam, after which date no cancellation is possible.
<b>Terms of Payment</b>	Payment in full 30 days (telc) or 15 days (ETS tests) before the examination day. Refund of the examination fee after the registration is not possible.	Payment in full 30 days (telc) or 15 days (ETS tests) before the examination day. Refund of the examination fee after the registration is not possible.
<b>Lesson Unit Duration</b>	according to test duration	according to test duration
<b>Program Duration</b>	1 day (duration according to test type)	1 day (duration according to test type)
<b>Number of Participants</b>	according to test type (up to 26 candidates possible)	individual
<b>Implementation Training/Scheduling</b>	via local test leader	via local test leader
<b>Special Conditions</b>	ID check before start of the test, plus test procedures, explanation of consequences of fraudulent activity, hygiene rules, and distancing rules.	ID check before start of the test, plus test procedures, explanation of consequences of fraudulent activity, hygiene rules and distancing rules.

# Exam Preparation Courses for ICDL Single Certificate / Profile / Profile + TOEIC Listening & Reading

Program conditions	Self-study & Remote Online Exam(s)
Contract Duration	12-month access to the ICDL online learning platform Profile + TOEIC: in addition 3-month access to ExamPrep learning platform TOEIC Listening & Reading
Termination and Withdrawal of Contract	No refund possible once license(s) are activated. A copy of the passport or ID must be enclosed with the registration. Registration for the examination(s) is final and binding if received at least 15 days before the start of the examination. No refund of the exam fee after the registration deadline. In the event of non-compliance and the need for a replacement date, extra costs will be charged.
Terms of Payment	Payment before activation of the license(s) via bank debit mandate.
Program Duration	12-month access to ICDL online learning platform Profile + TOEIC: in addition 3-month access to ExamPrep learning platform TOEIC Listening & Reading + 45 minutes Live Online preparation session in a group
Examinations (online)	ICDL: 1 module, 4 modules or 4 modules + TOEIC Listening & Reading examination (as per selected program package)
Technical Requirements	<a href="#">see info sheet</a>

# Berlitz Seminars

# Berlitz Seminars (In-Person or Virtual)

Program conditions	Half-Day Seminar	One-Day Seminar
Contract duration	1 year	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Contract can be terminated up until 14 days before seminar start date.</li> <li>– Otherwise 100% of course fees charged.</li> <li>– Rescheduling from one seminar to a comparable other seminar free of charge up to 1 week before the start of the event (subject to approval by Berlitz).</li> <li>– In-person seminar: Nonrefundable travel expenses will be charged.</li> </ul>	<ul style="list-style-type: none"> <li>– Contract can be terminated up until 14 days before seminar start date.</li> <li>– Otherwise 100% of course fees charged.</li> <li>– Rescheduling from one seminar to a comparable other seminar free of charge up to 1 week before the start of the event (subject to approval by Berlitz).</li> <li>– In-person seminar: Nonrefundable travel expenses will be charged.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Lesson Unit Duration	<ul style="list-style-type: none"> <li>– 0.5 days</li> <li>– in-person: 4 hours incl. a 20-minute break</li> <li>– virtual: 3.5 hours incl. a 30-minute break</li> </ul>	<ul style="list-style-type: none"> <li>– 1 day</li> <li>– in-person: 8 hours incl. two 15-minute breaks and one 60-minute break</li> <li>– virtual: 8 hours incl. two 30-minute breaks and one 60-minute break</li> </ul>
Program Duration	0.5 days	1 day
Lesson Scheduling and Rescheduling	by arrangement	by arrangement
Number of Participants	<ul style="list-style-type: none"> <li>– max. 12 (Additional participants pending consultation with Berlitz, subject to additional fees)</li> <li>– Sessions on presentation topics: max. 6 (Berlitz recommendation)</li> </ul>	<ul style="list-style-type: none"> <li>– max. 12 (Additional participants pending consultation with Berlitz, subject to additional fees)</li> <li>– Sessions on presentation topics: max. 6 (Berlitz recommendation)</li> </ul>
Technical Requirements	virtual: <a href="#">see info sheet</a>	virtual: <a href="#">see info sheet</a>
Program includes:	phone conference for needs analysis, content adjustment if necessary (subject to additional fees), reporting	phone conference for needs analysis, content adjustment if necessary (subject to additional fees), follow-up phone conference (upon request), reporting
Special Conditions	In the event of cancellation by Berlitz, all paid fees will be refunded.	In the event of cancellation by Berlitz, all paid fees will be refunded.

# Berlitz Seminars: Coaching (In-Person or Virtual)

Program conditions	Individual Coaching
Contract duration	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>- Contract can be terminated up until 14 days before seminar start date.</li> <li>- Otherwise 100% of course fees charged.</li> <li>- In-Person Coaching: Nonrefundable travel expenses will be charged.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	in-person coaching or virtual
Lesson Unit Duration	by arrangement
Program Duration	by arrangement
Lesson Scheduling and Rescheduling	by arrangement
Number of Participants	1
Technical Requirements	virtual: <a href="#">see info sheet</a>
Program includes:	video conference between coach and coachee for needs analysis and to get to know each other, reporting
Special Conditions	In the event of cancellation by Berlitz, all paid fees will be refunded.



# Open virtual half-day seminars

Program conditions	Open virtual half-day seminars
Contract duration	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"><li>– Contract can be terminated until 14 days before seminar start date.</li><li>– Otherwise 100% of course fees charged.</li></ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Lesson Unit Duration	0.5 day (2 x 90 minutes , a 30-minute break in between)
Program Duration	by arrangement
Lesson Scheduling and Rescheduling	according to seminar schedule
Number of Participants	min. 4, max. 12
Technical Requirements	<a href="#">see info sheet</a>
Program includes:	reporting
Special Conditions	In the event of cancellation by Berlitz, all paid fees will be refunded.

# Berlitz Blended Seminars

Program conditions	Berlitz Blended Seminars
Contract duration	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"><li>– Contract can be terminated until 14 days before seminar start date.</li><li>– Otherwise 100% of course fees charged.</li></ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Lesson Unit Duration	3 seminars (each 0.5 day = 2x 90 min., 30-minute break in between) and 3 e-learning units (self-study)
Program Duration	9 weeks (incl. breaks between the seminars)
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"><li>– Corporate group: by arrangement</li></ul>
Number of Participants	min. 4, max. 12
Technical Requirements	<a href="#">see info sheet</a>
Program includes:	kick-off, seminars, e-learnings incl. learning videos and final module tests, reporting, certificate
Special Conditions	In the event of cancellation by Berlitz, all paid fees will be refunded.

# Berlitz Seminars: E-Learning

Program conditions	Cultural Navigator®	Video Lectures (Berlitz Oncademy)
Contract duration	1 year	1 year
Termination and Withdrawal of Contract	not possible	not possible
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	upfront
Program Scope	unlimited access to self-study, 24/7	unlimited access to self-study 24/7
Program Duration	access for 1 year	access for 1 year
Number of Participants	1	1
Technical Requirements	<a href="#">see info sheet</a>	<a href="#">see info sheet</a> , browsers Firefox or Google Chrome
Program includes:	access to Cultural Navigator® content and to the Cultural Orientations Indicator® (online assessment)	learning videos, final module test
Special Conditions	Depends on whether a single or corporate bulk purchase (check with Berlitz).	n/a





# Berlitz language programs for Kids & Teens

# Berlitz Kids & Teens Individual Training (In-Person or Live Online)

Program Conditions	Kids Private Training
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Contract can be terminated until 3 working days (Mon-Fri) before program start date.</li> <li>– After a 30% cancelation fee is applied.</li> <li>– No refund after contract expiration date.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	flexible, minimum 10 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
Program Duration	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Lesson schedule flexible depending on trainer availability of delivering Berlitz Center.</li> <li>– The course can be rescheduled free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
Number of Participants	1
Technical Requirements	Live Online: <a href="#">see info sheet</a>
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.

# Berlitz Kids & Teens Mini Group (In-Person or Live Online)

Program Conditions	Mini Group
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Free up to 4 weeks before first lesson</li> <li>– After a 20% cancellation fee is applied.</li> <li>– No refund after contract expiration date.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	As stated on the contract
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
Program Duration	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Lesson schedule as per local Berlitz center availability.</li> <li>– The course can be rescheduled as a group free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
Number of Participants	2 to 3
Technical Requirements	Live Online: <a href="#">see info sheet</a>
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if part of program and Berlitz certificate.
Arrangement if minimum number of participants not reached	<p>The minimum number of participants is 2. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 1 participant: 28 lessons</li> </ul>

# Berlitz Kids & Teens Group Training (In-Person or Live Online) (Valid for All Ages Except 4- to 7-Year Olds)

Program Conditions	Kids Group Training and Kids Live Online Group Training (6 months)	Kids Group Training and Kids Live Online Group Training (12 months)
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.	
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date or after start of the course: no refund.</li> </ul>	
Terms of Payment	monthly installment payment possible	
Program Scope	40 lessons	80 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.	
Program Duration	Based on group schedule. Lessons not taken expire at the end of the program period. No refund possible.	
Lesson Scheduling and Rescheduling	fixed group schedule (rescheduling by client not possible)	
Number of Participants	4 to 6	
Technical Requirements	Live Online: <a href="#">see info sheet</a>	
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if part of program and Berlitz certificate.	Placement test, live online program orientation, progression reporting, Berlitz level test if part of program, and Berlitz certificate.
Arrangement if minimum number of participants not reached	The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"> <li>– 3 participants: 30 lessons</li> <li>– 2 participants: 20 lessons</li> <li>– 1 participant: 10 lessons</li> </ul>	The minimum number of participants is 4. If this number is not reached, the course will be postponed.

# Berlitz Kids & Teens Group Training (In-Person or Live Online) for 4- to 7-Year Olds

Program Conditions	Kids Group Training and Kids Live Online Group Training (6 months)
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date or after start of the course: no refund.</li> </ul> <p>Joy School App (for English courses):</p> <ul style="list-style-type: none"> <li>– Full refund before first login (licenses can be cancelled within 30 days from receiving the access and only if the log-in has not been activated).</li> <li>– No refund after first login or course start.</li> </ul>
<b>Terms of Payment</b>	monthly installment payment possible
<b>Program Scope</b>	20 lessons
<b>Lesson Unit Duration</b>	One lesson lasts 40 minutes and consists of two 20-minute long parts. Five-minute break between the parts.
<b>Program Duration</b>	<ul style="list-style-type: none"> <li>– as per group schedule</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	– fixed group schedule (rescheduling by client not possible)
<b>Number of Participants</b>	4 to 6
<b>Technical Requirements</b>	Live Online: <a href="#">see info sheet</a>
<b>Program includes:</b>	Program orientation, digital and/or print learning materials, for English courses: Joy School app license (12 months, access to levels 1-3), progression reporting, and certificate of participation.
<b>Arrangement if minimum number of participants not reached</b>	<p>The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 3 participants: 16 lessons</li> <li>– 2 participants: 10 lessons</li> <li>– 1 participant: 5 lessons</li> </ul>

# Berlitz Kids & Teens Abitur Preparation Course (In-Person or Live Online)\*

Program Conditions	Abitur Preparation Group Course (3 months)
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Up to 28 days before start date: full refund</li> <li>– Up to 7 days before start date: 80% of the tuition fees are refunded. Materials and service fees are fully refunded.</li> <li>– Less than 7 days before start date or after start of the course: no refund.</li> </ul>
Terms of Payment	monthly installment payment possible
Program Scope	40 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
Program Duration	<ul style="list-style-type: none"> <li>– as per group schedule</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	– fixed group schedule (rescheduling by client not possible)
Number of Participants	4 to 6
Technical Requirements	Live Online: <a href="#">see info sheet</a>
Program includes:	Placement test, program orientation, digital and/or print learning materials, progression reporting, certificate of participation if required
Arrangement if minimum number of participants not reached	The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows: 3 participants: 30 lessons 2 participants: 20 lessons 1 participant: 10 lessons

\*For conditions for exam preparation for TOEFL iBT, ITP, and Junior as well as for self-study exam preparation, please refer to [this slide](#).

# Berlitz Kids & Teens Group Training (In-Person or Live Online) – Vacation Courses

Program Conditions	Vacation Course (In-Person or Live Online)
Contract Duration	1 week
Termination and Withdrawal of Contract	Cancellation is possible free of charge up to 4 weeks before the start of the workshop. For later cancellations 100% of the tuition fee will apply.
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	16 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
Program Duration	<ul style="list-style-type: none"><li>– 4 days in a week</li><li>– Lessons not taken expire at the end of the program period. No refund possible.</li></ul>
Lesson Scheduling	fixed group schedule (rescheduling by client not possible)
Number of Participants	8 to 12 participants
Technical Requirements	<a href="#">see info sheet</a>
Arrangement if minimum number of participants not reached	If the minimum number of 8 participants is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"><li>– 5 to 7 participants: 12 lessons (3 lessons per day)</li><li>– 3 to 4 participants: 8 lessons (2 lessons per day)</li><li>– 2 participants: 4 lessons (2 lessons per day)</li><li>– 1 participant: 2 lessons</li></ul>

# Berlitz Kids & Teens Sign Language Courses (Live Online)

Program Conditions	Kids Sign Language Course (Live Online)
<b>Contract Duration</b>	1 year. Contract duration can vary and is always stated on the contract.
<b>Termination and Withdrawal of Contract</b>	<ul style="list-style-type: none"> <li>– Free up to 4 weeks before first lesson</li> <li>– After a 20% cancellation fee is applied.</li> <li>– No refund after contract expiration date.</li> </ul>
<b>Terms of Payment</b>	<a href="#">stated in the General Terms and Conditions</a>
<b>Program Scope</b>	as stated on the contract
<b>Lesson Unit Duration</b>	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
<b>Program Duration</b>	<ul style="list-style-type: none"> <li>– as per group schedule</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
<b>Lesson Scheduling and Rescheduling</b>	fixed group schedule (rescheduling by client not possible)
<b>Number of Participants</b>	4 to 6
<b>Technical Requirements</b>	<a href="#">see info sheet</a>
<b>Program includes:</b>	Placement test, program orientation, digital and/or print learning materials, Berlitz certificate of participation.
<b>Arrangement if minimum number of participants not reached</b>	<p>The minimum number of participants is 4. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 3 participants: 18 lessons</li> <li>– 2 participants: 12 lessons</li> <li>– 1 participant: 6 lessons</li> </ul>



# Berlitz Digital School (Kids & Teens)

# Berlitz Digital School – Kids & Teens Private Programming Courses (In-Person or Live Online)

Program Conditions	Digital School Private Training
Contract Duration	1 year. Contract duration can vary and is always stated on the contract.
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> <li>– Contract can be terminated until 3 working days (Mon-Fri) before program start date.</li> <li>– After a 30% cancelation fee is applied.</li> <li>– No refund after contract expiration date.</li> </ul>
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	flexible, minimum 10 lessons (per topic)
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.
Program Duration	<ul style="list-style-type: none"> <li>– flexible</li> <li>– Lessons not taken expire at the end of the contract period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– Lesson schedule flexible depending on trainer availability of delivering Berlitz Center.</li> <li>– The course can be rescheduled as a group free of charge until 14.00 on the day before the respective class date – otherwise charged. Lessons on days following Sundays and holidays need to be rescheduled by 14.00 on the respective previous working day (Mon-Fri).</li> </ul>
Number of Participants	1
Technical Requirements	Live Online: <a href="#">see info sheet</a>
Program includes:	program orientation, digital and/or print learning materials, certificate of participation if required and Berlitz certificate

# Berlitz Digital School – Kids & Teens Programming Group Courses (In-Person or Live Online)

Program Conditions	Programming Courses (Live Online)	Programming Courses at a Berlitz Center (Face-to-Face)
Contract Duration	continuous	continuous
Termination and Withdrawal of Contract	<p><b>Monthly tuition fee of €114.00:</b> Cancellation up to 4 weeks before the end of the next course month</p> <p><b>Monthly tuition fee of €95.00:</b> Cancellation up to 4 weeks before the end of a 6-month period (half year) from the course start date</p>	
Terms of Payment	monthly installment payment possible and as <a href="#">stated in the General Terms and Conditions</a>	monthly installment payment possible and as <a href="#">stated in the General Terms and Conditions</a>
Program Scope	max. 600 lessons	max. 600 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.	
Program Duration	<ul style="list-style-type: none"> <li>– max. 200 sessions</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– max. 200 sessions</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>
Lesson Scheduling and Rescheduling	<ul style="list-style-type: none"> <li>– 3 lessons per week</li> <li>– A service fee of €35.00 per change will be charged from the second group change at the customer's request.</li> </ul>	<ul style="list-style-type: none"> <li>– 3 lessons per week</li> <li>– A service fee of €35.00 per change will be charged from the second group change at the customer's request.</li> </ul>
Number of Participants	8 to 12 participants	8 to 12 participants
Technical Requirements	<a href="#">see info sheet</a>	n/a
Training Location	Live Online	Berlitz Center
Arrangement if minimum number of participants not reached	<p>If the minimum number of 8 participants is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> <li>– 4 to 7 participants: 2 lessons per week</li> </ul>	

# Berlitz Digital School – Kids & Teens Digital Skills Workshops (Live Online)

Program Conditions	Saturdays (Live Online)	Weekdays (Live Online)
Contract Duration	1 month	1 week
Termination and Withdrawal of Contract	Cancellation is possible free of charge up to 4 weeks before the start of the workshop. For later cancellations 100% of the tuition fee will apply.	
Terms of Payment	<a href="#">stated in the General Terms and Conditions</a>	<a href="#">stated in the General Terms and Conditions</a>
Program Scope	16 lessons	16 lessons
Lesson Unit Duration	One lesson lasts 40 minutes. Each lesson is followed by a 5-minute break.	
Program Duration	<ul style="list-style-type: none"> <li>– 4 Saturdays</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>	<ul style="list-style-type: none"> <li>– 4 days per week</li> <li>– Lessons not taken expire at the end of the program period. No refund possible.</li> </ul>
Lesson Scheduling	fixed group schedule (rescheduling by client not possible)	fixed group schedule (rescheduling by client not possible)
Number of Participants	8 to 12 participants	8 to 12 participants
Technical Requirements	<a href="#">see info sheet</a>	<a href="#">see info sheet</a>
Arrangement if minimum number of participants not reached	If the minimum number of 8 participants is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"> <li>– 5 to 7 participants: 12 lessons (3 lessons per day)</li> <li>– 3 to 4 participants: 8 lessons (2 lessons per day)</li> </ul>	

# Berlitz Kids language camps

### 1. Parties to the contract and organizers of the camps

The parties to the contract are the organizer of the camp named below and the legal guardian who signed the registration form authorizing the child's participation. The legal guardian who signed the form is therefore the 'customer' within the terminology of these terms and conditions. In registering the child, the customer confirms that all the child's legal guardians consent to the child's participation in the camp. Should this not be the case, the customer shall be liable to Berlitz for any resulting damage, losses and/or claims arising. The contractual partner for the booking of language camps is the organizer of the camp in question. The organizer is determined as follows: Camps in Germany, Great Britain and France are conducted by Berlitz Deutschland GmbH, which is your contractual partner in this case.

### 2. Conclusion of contract

2.1. The Kids Camp offers in the Berlitz catalogues do not constitute a binding offer to conclude a travel contract but are merely an invitation to the customer to submit a registration (contractual offer by the customer). The binding registration shall be made by the customer for all participants listed in the registration, for whose contractual obligations the customer shall be liable as well as for their own obligations, if they have assumed a corresponding separate obligation by means of an express and separate declaration. The travel contract shall be concluded by means of a written order confirmation sent together with the invoice from Berlitz by email or post.

2.2. Products may be ordered online via the Berlitz online shop. The customer will have the opportunity to check, correct or delete their details at any time up to the end of the ordering process. Input errors can also be corrected by navigating backwards through the browser, or aborting the order and starting again from the beginning. In order to complete the order, the customer must accept the applicable conditions and confirm the purchase. The customer will then receive an order confirmation by email. Berlitz will store the order and the order data that has been entered. The customer will receive an order confirmation by email and may access the current GTC online and print these out at any time.

### 3. Statements of prices and payment conditions

3.1. Berlitz services, transfers and/or products are charged at the prices applicable when the order was placed.

3.2. The prices stated on [www.berlitz.com/en-de](http://www.berlitz.com/en-de) or in Berlitz printed documents are final prices and include statutory value added tax insofar as this tax is chargeable for the service or product in question. Face-to-face language instruction is exempt from value added tax in Germany (Section 4 No. 21a and 21b UStG [Value Added Tax Act]) meaning that no value added tax is charged in this case.

3.3. The applicable prices are derived from the description of the service or product on [www.berlitz.com/en-de](http://www.berlitz.com/en-de). The user agrees to pay this price. Payment is due when the service or product is ordered. The full amount is due and payable without deductions.

3.4. Payment for Kids & Teens language camps in the online shop [www.berlitz.com/de-de](http://www.berlitz.com/de-de) can be made by credit card, online bank transfer via Giroipay or via SEPA direct debit. All payments are processed by Adyen N.V. German Branch, Friedrichstraße 63, 10117 Berlin. Should the registration be made via the registration form (offline), payment may be made by bank transfer or direct debit.

3.5. Upon conclusion of the contract and following receipt of the guarantee certificate pursuant to Sect. 651k par. 3 BGB, a deposit of 50 percent of the travel package price per participant is due and will be credited against the total price of the travel package. The deposit must be made to Berlitz within one week of receipt of the travel confirmation and guarantee certificate. If the trip is booked less than 6 weeks before departure, payment of the entire trip price is due at this point. The remaining payment is, unless otherwise agreed, due 6 weeks before departure without a further request for payment being required. The travel documents will be available for the customer to download from a Berlitz online portal. The link for this will be provided on the invoice. The customer will also receive the contact details of the camp leader by email one week before departure at the latest. Should the customer fail to pay the deposit or make the remaining payment within the aforementioned due deadlines, Berlitz is entitled to withdraw from the contract after issuing a payment demand with a set deadline on pain of denial of further services, and to charge withdrawal costs to the traveler pursuant to section 6.

3.6. The customer does not have any right to receive the travel documents or to make use of travel services until the travel package price has been paid in full.

### 4. Contractual items

The contractual item is the binding participation in the language camp offered according to the descriptions contained in the Berlitz camp catalog and/or on the Berlitz website. Shared transfers shall only be considered contractual items subject to availability and after a transfer fee has been paid.

In the event that changes and variations in individual services from the agreed content become necessary after conclusion of the contract and are not brought about by Berlitz contrary to good faith, such changes and variations are permitted as long as they are not extensive, do not significantly alter the overall service and do not impair the offer of the trip as a whole. Berlitz agrees to inform the customer of all changes and variations

to the services agreed and the reason for the change without culpable delay upon becoming aware of these. Any warranty claims remain unaffected, should any amended services be faulty or incomplete. In the event of necessary extensive changes or variations to individual services, the customer is entitled to withdraw from the travel contract without penalty. Alternatively, the customer may request a place in another language camp of equal or greater value, provided that Berlitz is in a position to offer such an alternative language camp from its own range of offers at no extra cost to the customer.

The customer must assert this right to Berlitz without delay upon receipt of a declaration from Berlitz informing the customer of the change to the agreed service. Berlitz must make this declaration informing the customer of the change directly to the customer without delay as soon as Berlitz becomes aware of the reason that justifies the change.

Service providers (such as local language schools) and/or travel agencies are not empowered by Berlitz in any way to make assurances or to reach agreements that go beyond or contradict any of the statements in the service descriptions on the Berlitz website or in the Berlitz printed documents, or to modify any of the contents of the travel contract confirmed by Berlitz to the customer.

### 5. Duration of contract and cancellation

The duration of the contract is based on the content of the service description for the camp booked. Cancellation during the duration of the contract is only possible for good cause (extraordinary cancellation for exceptional reasons according to Sect. 314 BGB). Good cause must be credibly demonstrated at the time of cancellation. Corresponding documentary evidence must be attached. If the trip is seriously hindered, endangered or impaired due to unforeseeable force majeure (e.g. extreme weather conditions at the course location) then both Berlitz and the customer may cancel the contract. If the contract is cancelled, Berlitz may demand reasonable compensation for the services that have already been rendered or must still be rendered in order to terminate the trip.

### 6. Withdrawal from the contract

#### 6.1. Customer's right of withdrawal

The customer may withdraw from the trip in writing at any time before its commencement. The date on which Berlitz receives the notice of withdrawal is definitive. We recommend that the customer provide notice of withdrawal by means of a registered letter with proof of receipt to Berlitz Deutschland GmbH, Hahnstraße 68–70, 60528 Frankfurt, Germany. The customer is not obliged to pay the cost of the travel package if they withdraw from the contract. However, Berlitz may still demand reasonable compensation. This is determined on a pro-rata basis as follows:

- Cancellation up to 4 weeks before the agreed departure date: refund of the deposit
- Cancellation later than 4 weeks before the agreed departure date: 100 percent of the price of the travel package
- If the customer does not start the trip but has not given notice of withdrawal or cancellation: 100% of the travel package price
- Cancellation of transfers later than 3 weeks before the agreed departure date: 100 percent of the ticket price

### 6.2. Berlitz's right of withdrawal

If, for example, the minimum number of 24 participating children is not achieved up to 4 weeks before the departure date, Berlitz may withdraw from the travel contract in accordance with the following provisions:

Withdrawal by Berlitz is possible up to 4 weeks before the agreed departure date. Berlitz is obliged to inform the customer once it has been established that the trip will not be held because the minimum number of participants has not been reached. In this case, Berlitz shall without delay send a notice of withdrawal to the customer and the cost of the travel package paid by the customer shall be refunded immediately. In the event of withdrawal by Berlitz because the minimum number of participants has not been reached, the customer may request a place in another language camp of equal or greater value, if Berlitz is able to offer such a camp from its own range of offers, at no extra expense to the customer. The customer must assert this right to Berlitz without delay upon receiving the notice of withdrawal by Berlitz.

Berlitz may cancel the contract after departure with immediate effect if a participant continually disrupts its performance of the contract despite receiving a warning from Berlitz or if the participant behaves in violation of the contract to such an extent that immediate cancellation of the contract is justified (extraordinary cancellation for exceptional reasons under the terms of Sect. 314 BGB). If Berlitz is forced to cancel the contract for good cause, Berlitz retains its fundamental right to retain the price of the trip; however, Berlitz must take into account the value of the expenses and services saved by the participant's absence as well as any financial gains from other services not used by the participant, including any amounts credited to Berlitz by its service providers.

### 7. Language camp rules, interruption and premature termination of stay

7.1 Children and youths must comply with the camp's house rules and follow the instructions of its supervisors. The consumption of alcohol or illicit drugs is strictly forbidden.

7.2 Berlitz will not grant any refund for services that were not used or for payments already made for children who interrupt or terminate their stay in the camp prematurely for reasons for which Berlitz bears no responsibility.

7.3 Children with infectious diseases cannot be allowed to continue their stay in the camp in order to avoid as much as possible the risk of infecting other participants.

7.4 A refund is also excluded if a child has to leave the camp due to their own misbehavior.

7.5 Should a child need medical assistance during their stay in the camp, all additional expenses such as for visits to doctors and hospital as well as for other required medical care are to be borne by the legal guardians. These costs are to be reimbursed immediately upon presentation of receipts insofar as they have been paid in advance by Berlitz.

7.6 Berlitz strongly recommends taking out an individual travel cancellation and curtailment insurance policy before the commencement of travel.

7.7 If, on the return day, the participant was not picked up at the camp by the time specified in the travel documents, the participant may be handed over to the local youth authorities or children's emergency services without further consultation with the legal guardians. If any costs result from the late pick-up or failure to pick-up, these are to be borne by the customer. If participants are not picked up from the Day Camp, they can be taken to the children's emergency services or handed over to the youth authorities after a reasonable period of time at the expense of the customer. The time after the end of the camp until the pick-up will be charged as care time.

7.8 If, for any reason, an accommodation is quarantined by the health authorities during a language camp and the participant is not picked up, the booking party must bear the additional costs that arise if the quarantine lasts longer than the booked camp.

### 8. Rebooking

If an enrolled course participant moves to another federal state of Germany in which the school vacation dates conflict with attendance at the camp, and if this is proven by presenting the appropriate documents, then a free rebooking for another camp which is held during the new school vacation period is possible, provided there are vacancies at this other camp. If there are no suitable vacancies available, the amount paid for the camp will be reimbursed. In the case of a rebooking, a rebooking fee of €35.00 will be charged.

### 9. Substitute programs

In the case that the provision of a program item becomes impossible in a particular case due to force majeure (e.g. bad weather), Berlitz reserves the right to implement a substitute program. Cancellation of the camp due to such a change to a program item is not possible.

### 10. Warranty, remedy

Deficiencies must be reported immediately to [sprachcamps@berlitz.de](mailto:sprachcamps@berlitz.de). If the trip is not provided in accordance with the contract and there is thus a deficiency in the trip, the customer is entitled to demand a remedy. Berlitz can refuse the remedy if this would involve disproportionate effort. Berlitz may also provide a remedy in such a way that substitute provision of equal or greater value is provided. The customer may demand a corresponding reduction in the price of the travel package for the time during which the trip was not conducted in accordance with the contract. The trip price shall be reduced proportionally according to the full value of the defect-free trip as agreed at the time of sale to its actual value in view of the defect. There is no right to a reduction in price if the customer culpably omitted to notify Berlitz of the defect.

If the trip is seriously impaired as a consequence of a deficiency and if Berlitz does not provide any remedy within a reasonable period of grace to be set by the customer, the customer may cancel the travel contract in accordance with the statutory provisions. We recommend that the customer declare such a cancellation by means of a registered letter with proof of receipt. A period of grace for providing a remedy may be dispensed with only if there is no remedy, or if Berlitz definitively refuses to provide a remedy, or if immediate termination of the contract is justified by a special interest on the part of the customer. As a result of such a cancellation by the customer, Berlitz loses its right to be paid the price of the trip package.

However, Berlitz may demand compensation for the services that have already been rendered as well as for the services, if any, which are still to be rendered in order to bring the trip to an end. The amount of this compensation in relation to the original trip package price shall be calculated according to how much lower the value of these services is in relation to the value of the complete original package. However, the customer shall not be required to pay any compensation if these services are of no further interest to the customer after the contract is cancelled.

The customer may demand compensation for non-fulfillment without prejudice to their mitigation or cancellation rights unless the deficiency in the travel package is due to circumstances for which Berlitz bears no responsibility.

### 11. Liability

11.1. Should an instance of damage or loss caused by Berlitz be neither intentional nor due to gross negligence, Berlitz's liability for contractual compensation claims unrelated to physical injury shall be limited to three times the price of the travel package. The same shall apply even if Berlitz is liable for such damage or loss only due to the fault of one of its agents or executive employees.

Berlitz's liability shall also be restricted to three times the price of the travel package in the case of compensation claims for property damage due to unlawful acts unless these claims are caused by intent or gross negligence.

Berlitz assumes no liability for damage to health or other injuries to participants or third parties unless these are to be attributed to the conduct of Berlitz or its supervisory staff that is culpably in violation of their duties. The same applies to loss, theft or damage in relation to items brought by a participant to the camp. Insofar as damage to property of third parties is to be attributed to the culpable conduct of the participant, the customer in question shall be liable. This applies most especially to camp facilities and items brought into the camp by Berlitz. Thus the customer agrees to review their current third-party liability and personal accident insurance (family insurance) policies accordingly. Berlitz recommends, purely as a precaution, that expensive electronic devices, jewelry and similar valuables should not be brought into the camp.

11.2. With regard to organized shared transfers, Berlitz accepts no liability in case of delay to or cancellation of services by DB. This also applies to missed connections or not receiving a reserved seat due to train or schedule changes. Shared transfers can be booked until the maximum number of participants is reached. Shared transfers must be booked 3 weeks before the camp starts at the latest. Customers are not entitled to shared transfers.