



Berlitz[®]

Product Specific Program Conditions

The Berlitz Schools of Languages AG

Berlitz language programs for adults

Berlitz In-Person: Individual Training

Program Conditions	Total Immersion®	Private Classic	Private Happy Hour
Contract Duration	1 year	1 year	1 year
Termination and Withdrawal of Contract	yes	yes	yes
Notice Period - Contract	<ul style="list-style-type: none"> – Contract can be terminated until 3 working days (Mon-Fri) before program start date. – After a 30% cancelation fee is applied. – No refund after contract expiration date. 	<ul style="list-style-type: none"> – Within contract period contract can be terminated up to 14.00 CET workday (Mon-Fri) before next scheduled lesson with a refund for unused portion of the contract. – Materials and service fee are non-refundable – No refund after expiration of contract. 	<ul style="list-style-type: none"> – Within contract period contract can be terminated up to 14.00 CET workday (Mon-Fri) before next scheduled lesson with a refund for unused portion of the contract. – Materials and service fee are non-refundable. – No refund after expiration of contract.
Terms of Payment	stated in the GTC	stated in the GTC	stated in the GTC
Program Scope	60 lessons per week	flexible	flexible during the schedule times under lesson scheduling
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	flexible	flexible	flexible
Lesson Scheduling and Re-scheduling	<ul style="list-style-type: none"> – Monday to Friday: 08.45 – 17.45 CET – Other times available upon request and availability. – Lessons can be re-scheduled free of charge before 14.00 CET 3 working days (Monday to Friday) before scheduled lesson – otherwise charged. 	<ul style="list-style-type: none"> – Lesson schedule as per local Berlitz Center availability. – Lessons can be re-scheduled free of charge before 14.00 CET working day (Monday to Friday) before scheduled lesson – otherwise charged. 	<ul style="list-style-type: none"> – Scheduling only between Monday to Friday within the specified Happy Hour times. These times should be requested in each Berlitz Center. – Classes are held in accordance with the lesson plan which is agreed in advance. – Lessons can be re-scheduled free of charge before 14.00 CET working day (Monday to Friday) before scheduled lesson – otherwise charged.
Number of Participants	1	1	1
Program includes:	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.	Placement test, program orientation, digital and/or print learning materials, progression reporting, Berlitz level test if required and Berlitz certificate.

Berlitz In-Company Group Training

Program Conditions	Corporate Group
Contract Duration	1 year
Termination and Withdrawal of Contract	yes
Notice Period - Contract	<ul style="list-style-type: none"> – Contract can be terminated up to 14.00 CET workday Monday to Friday before next scheduled lesson with a refund for unused portion. – No refund after expiration of contract.
Terms of Payment	stated in GTC
Program Scope	<ul style="list-style-type: none"> – flexible – 1 Berlitz level: 60 lessons with 2-6 participants – 1 Berlitz level: 80 lessons with 7-10 participants
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	flexible
Lesson Scheduling and Re-scheduling	Flexible – lessons can be re-scheduled free of charge before 14.00 CET working day Monday to Friday before scheduled lesson – otherwise charged.
Number of Participants	max. 10
Program includes:	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	Semi-Private	Open Group (3-6)	Open Group (7-10)
Contract Duration	valid for 1 year	1 year	1 year
Termination and Withdrawal of Contract	<ul style="list-style-type: none"> – Up to 4 weeks before first lesson date, otherwise 20% of course fees charged. – No refund after expiration of contract. 	<ul style="list-style-type: none"> – Up to 28 days before start date: full refund – Up to 7 days before start date: 80% of the tuition fees are refunded. Material cost and service fee are fully refunded. – 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 fee are non-refundable. 	<ul style="list-style-type: none"> – Up to 28 days before start date: full refund – Up to 7 days before start date: 80% of the tuition fees are refunded. Material cost and service fee are fully refunded. – 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 fee are non-refundable.
Terms of Payment	stated in GTC	stated in GTC	stated in GTC
Program Scope	depending on program selection	1 Berlitz level: 60 lessons	1 Berlitz level: 80 lessons
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	flexible	as per group schedule	as per group schedule
Lesson Scheduling and Re-scheduling	<ul style="list-style-type: none"> – Lesson schedule as per local Berlitz center availability. – Lessons can be re-scheduled free of charge as a group before 14.00 CET working day Monday to Friday before scheduled lesson – otherwise charged. 	fixed group schedule (re-scheduling not possible)	fixed group schedule (rescheduling not possible)
Number of Participants	2	3 to 6	7 to 10
Program includes:	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 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.
Special Conditions	The minimum number of participants in a group with 50 lessons is 2. If this number is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"> – 1 participant: lesson postponement or conversion to individual training based on current price list. 	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: <ul style="list-style-type: none"> – 2 participants: 40 lessons or course postponement – 1 participant: 20 lessons or course postponement 	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: <ul style="list-style-type: none"> – 4-6 participants: 60 lessons – 3 participants: 40 lessons; – 2 participants or less: course postponement

Berlitz In-Person: Special Business Programs

Program Conditions	Open Groups (3-6) Business (30 lessons)	Business Workshops (20 lessons)
Contract Duration	1 year	1 year
Termination and Withdrawal of Contract	yes	yes
Notice Period - Contract	<ul style="list-style-type: none"> - Full refund up to 4 weeks before first lesson - 50% charge up to 5 days before first lesson - 70% charge between 5 and 1 day before first lesson - After course start date no refund 	<ul style="list-style-type: none"> - Full refund up to 4 weeks before first lesson - 50% charge up to 5 days before first lesson - 70% charge between 5 and 1 day before first lesson - After course start date no refund
Terms of Payment	stated in GTC	stated in GTC
Program Scope	30 lessons	20 lessons
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	fixed dates	fixed dates
Lesson Scheduling and Re-scheduling	based on group schedule (i.e., 1 x per week for 10 weeks)	based on group schedule (i.e., 2 full days from 8.45 – 17.00 CET)
Number of Participants	3 to 6	3 to 6
Conversion (if minimum group size not reached)	<p>The minimum number of participants in a group with 30 lessons is 3. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> - 2 participants: 20 lessons or course postponement; - 1 participant: 10 lessons or course postponement 	<p>The minimum number of participants in a group with 20 lessons is 3. If this number is not reached, the number of lessons is reduced as follows:</p> <ul style="list-style-type: none"> - 2 participants: 12 lessons or course postponement; - 1 participant: course postponement
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	Live Online Private Budget	Live Online Private	Live Online Private Premium
Contract Duration	1 year	1 year	1 year
Termination and Withdrawal of Contract	yes	yes	yes
Notice Period – Contract	<ul style="list-style-type: none"> – Refund only up to the 7th day after receiving the access data to the “MyBerlitz” portal, if no lessons have been scheduled. – No refund or cancellation possible after the 7th day. – Materials and service fee are non-refundable. 	<ul style="list-style-type: none"> – Within the 3- or 6-months 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. – Materials and service fee are non-refundable. – No refund after expiration of program period. 	<ul style="list-style-type: none"> – Within the 3- or 6-months 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. – Materials and service fee are non-refundable. – No refund after expiration of contract.
Terms of Payment	stated in the GTC	stated in the GTC	stated in the GTC
Program Scope	20 or 40 lessons	20 or 40 lessons	flexible and customized
Lesson Unit Duration	45 minutes incl. 5-minute break	45 minutes incl. 5-minute break	45 or 60-minutes incl. 5-minute break depending on program selection
Program Duration	20 lessons to be completed within 3 months 40 lessons to be completed within 6 months	20 lessons to be completed within 3 months 40 lessons to be completed within 6 months	Unless otherwise agreed, the program duration is one year from contract date.
Lesson Scheduling and Re-scheduling	<ul style="list-style-type: none"> – Fixed schedule booked in advance. – Booked by customer in “MyBerlitz” portal. – Lessons can be rebooked or cancelled up to 24 hours in advance. – For programs with 20 lesson units: 1 session can be rebooked and 1 session can be cancelled and rescheduled at a later date. – For programs with 40 lesson units: 2 sessions can be rebooked and 2 sessions can be cancelled and rescheduled at a later date. 	<ul style="list-style-type: none"> – Fixed or flexible timetable in the “MyBerlitz” portal. – Lessons can be rebooked or cancelled up to 24 hours in advance. – For programs with 20 units: 5 sessions can be rebooked and 5 sessions can be cancelled and rescheduled at a later date. – For programs with 40 units: 10 sessions can be rebooked and 10 sessions can be cancelled and rescheduled at a later date. 	<ul style="list-style-type: none"> – Fixed or flexible timetable in the “MyBerlitz” portal. – 100% planning flexibility with unlimited rebooking and cancellation options. – Lessons can be rebooked or cancelled up to 24 hours in advance.
Number of Participants	1	1	1
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
Program includes:	Placement test, self-guided program orientation, access to “MyBerlitz” (2 years), lesson recordings (1 year), 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 (1 year), 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 (1 year), progression reporting, Berlitz level test if required and Berlitz certificate.

Berlitz Live Online: Group Training – Corporate Group

Program Conditions	Live Online Corporate Group
Contract Duration	1 year
Termination and Withdrawal of Contract	yes
Notice Period – Contract	<ul style="list-style-type: none"> – 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. – Materials and service fees are non-refundable. – No refund after expiration of contract.
Terms of Payment	stated in the GTC
Program Scope	flexible
Lesson Unit Duration	60 minutes incl. 5-minute break or 45 minutes incl. 5-minute break
Program Duration	flexible
Lesson Scheduling and Re-scheduling	Flexible – schedule can only be changed via a nominated company representative.
Number of Participants	2 to 10
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
Program includes:	Placement test, live online or self-guided program orientation, access to "MyBerlitz" (2 years), lesson recordings (1 year), progression reporting, Berlitz level test if part of program and Berlitz certificate.
Special Conditions	n/a

Berlitz Live Online: Group Training – Open Groups

Program Conditions	Live Online Open Group (3-6)	Live Online Open Group German (7-10)
Contract Duration	1 year	1 year
Termination and Withdrawal of Contract	yes	yes
Notice Period – Contract	<ul style="list-style-type: none"> – Up to 28 days before start date: full refund. – Up to 7 days before start date: 80% of the tuition fee are refunded. Materials and service fees are non-refundable. – 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 fee are non-refundable. 	4 weeks before first lesson of each level – otherwise no refund.
Terms of Payment	monthly installment payment possible	1 full payment or 3 smaller payments
Program Scope	40 lessons	80 lessons
Lesson Unit Duration	60 minutes incl. 5-minute break	45 minutes incl. 5-minute break
Program Duration	20 weeks	6, 14 or 20 weeks
Lesson Scheduling and Re-scheduling	Fixed course schedule, no date changes possible.	<ul style="list-style-type: none"> – Intensive courses: 6 weeks, every weekday 09.00 to 11.15 or 14.00 to 16.15 CET – Evening courses: 14 weeks, 2 evenings per week 18.00 to 20.15 CET – Saturday course: 20 weeks, Saturdays 09.00 to 12.00 CET
Number of Participants	3 to 6	7 to 10
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
Program includes:	Placement test, live online or self-guided program orientation, access to "MyBerlitz" (2 years), lesson recordings (1 year), 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 required and Berlitz certificate.
Special Conditions	The minimum number of participants is 3 participants. If the minimum number is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"> – 2 participants: 30 lessons – 1 participant: 20 lessons or course postponement. The course tuition does not change. 	The minimum number of participants is 7 participants. If the minimum number is not reached, the number of lessons is reduced as follows: <ul style="list-style-type: none"> – 7 to 10 participants: 80 lessons – 4 to 6 participants: 60 lessons – 3 participants: 40 lessons – 1 to 2 participants: course cancellation or postponement

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	yes	yes	yes
Notice Period – Contract	<ul style="list-style-type: none"> – Full refund up to the 5th day after receipt of the access data to the “MyBerlitz” customer portal. – After notice period no refund or cancellation. 	<ul style="list-style-type: none"> – Full refund up to the 5th day after receipt of the access data to the “MyBerlitz” customer portal. – After notice period no refund or cancellation. 	<ul style="list-style-type: none"> – Full refund up to the 5th day after receipt of the access data to the “MyBerlitz” customer portal. – After notice period no refund or cancellation.
Terms of Payment	monthly installment payment possible	monthly installment payment possible	monthly installment payment possible
Program Scope	20 live coaching sessions	40 live coaching sessions	up to 160 live coaching sessions
Lesson Unit Duration	25 minutes	25 minutes	25 minutes
Program Duration	up to 6 months	up to 12 months	12 months
Lesson Scheduling and Re-scheduling	<ul style="list-style-type: none"> – Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET. – Scheduling of live coaching sessions via “MyBerlitz”. – Live coaching sessions unlock after completing 2 preceding self-learning lessons. – 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. 	<ul style="list-style-type: none"> – Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET. – Scheduling of live coaching sessions via “MyBerlitz”. – Live coaching sessions unlock after completing 2 preceding self-learning lessons. – 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. – Access to the coaching session of the previous level expires with activation of the new level. 	<ul style="list-style-type: none"> – Available Monday to Friday 24h, Saturday/Sunday 07.00 – 15.00 CET. – Scheduling of live coaching sessions via “MyBerlitz”. – Live coaching sessions unlock after completing 2 preceding self-learning lessons. – 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. – Access to the coaching session of the previous level expires with activation of the new level. – A full Berlitz level needs to be completed to activate the next level. – Access to the next Berlitz Level on request.
Number of Participants	1	1	1
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
Program includes:	Placement test, self-guided program orientation, access to “MyBerlitz” (1 level), lesson recordings, progression reporting and certificate of participation.	Placement test, self-guided program orientation, access to “MyBerlitz” (2 levels), lesson recordings, progression reporting and certificate of participation.	Placement test, self-guided program orientation, access to “MyBerlitz” (up to 8 levels), lesson recordings, 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 or 6 months)	Berlitz Connect license duration (3 or 6 months)
Termination and Withdrawal of Contract	yes	yes	yes
Notice Period - Contract	Full refund before first login – no refund after login.	Full refund before first login – no refund after login.	Full refund before first login – no refund after login. This also applies to all individual phone/Skype Lessons included in the program.
Terms of Payment	stated in the GTC	stated in the GTC	stated in the GTC
Program Scope	– Unlimited access to self-study 24-7	– Unlimited access to self-study 24-7 – Unlimited access to live online groups during license duration	– Unlimited access to self-study 24-7 – Unlimited access to live online groups during license duration – 6 or 12 phone/Skype lessons
Lesson Unit Duration	n/a	Live online group lessons: 30 minutes	30 minutes for both private and live online group lessons
Program Duration	3, 6 or 12 months	3 or 6 months	3 or 6 months Phone/Skype lessons not taken cannot be reimbursed after the program period has expired.
Lesson Scheduling and Re-scheduling	n/a	Live online group lessons available: – English: 7 days a week, 1 class per hour on the hour – French: Mon-Fri 4 classes per day: 10.00, 12.00, 16.00, 19.00 CET – Spanish: Mon-Fri 5 classes per day: 10.00, 12.00, 16.00, 19.00, 21.00 CET – German: Mon-Fri 3 classes per day: 10.00, 16.00, 20.00 CET Live Support available: – English: 24/7 – French, Spanish, German: Mon-Fri 9.00-10.00, 11.30-12.30, 15.00-16.00, 18.00-19.00 CET	Re-scheduling of phone/Skype lessons up to 6 hours before phone/Skype lesson time Live online group lessons available: – English: 7 days a week, 1 class per hour on the hour – French: Mon-Fri 4 classes per day: 10.00, 12.00, 16.00, 19.00 CET – Spanish: Mon-Fri 5 classes per day: 10.00, 12.00, 16.00, 19.00, 21.00 CET – German: Mon-Fri 3 classes per day: 10.00, 16.00, 20.00 CET Live Support available: – English: 24/7 – French, Spanish, German: Mon-Fri 9.00-10.00, 11.30-12.30, 15.00-16.00, 18.00-19.00 CET
Number of Participants	1	1 and group training with up to 8 participants	1 plus group training with up to 8 participants
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
Special Conditions	License not transferable to other persons	License not transferable to other persons	License and phone/skype lessons included in the program are not transferable to other persons
Program includes:	Self-guided orientation, online audit/placement.	Self-guided orientation, online audit/placement and unlimited access to conversational group lessons, Live Support.	Self-guided orientation, online audit/placement, unlimited access to conversational group lessons, Live Support, booked number of phone/Skype lessons

Berlitz Live Online: Phone/Skype Lessons

Program Conditions	Individual training by phone/Skype
Contract Duration	When booking in combination with a Berlitz Connect Licence, the contract term corresponds to the term of the license (3, 6 or 12 months) otherwise contract duration is 1 year.
Termination and Withdrawal of Contract	yes
Notice Period - Contract	<ul style="list-style-type: none">– Up to 6 hours before scheduled lesson for unused portion of the phone lessons during the contract period.– After expiration of contract period no refund.
Terms of Payment	stated in GTC
Program Scope	flexible (as per selected program package)
Lesson Unit Duration	30 minutes
Program Duration	3, 6 or 12 months
Lesson Scheduling and Re-scheduling	<ul style="list-style-type: none">– Booking of lessons directly via the NetPlanning platform.– Lessons can be re-scheduled up to 6 hours before start of lesson.
Number of Participants	1
Technical Requirements	See Info sheet (download) on: www.berlitz.com/en-ch/terms-and-conditions
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	yes
Notice Period - Contract	based on study abroad destination and local policy
Terms of Payment	stated in GTC
Program Scope	many options available based on training location
Lesson Unit Duration	45 minutes incl. 5-minute break
Program Duration	flexible: 1 to 16 weeks
Lesson Scheduling and Re-scheduling	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.

