

Terms & conditions for language instruction

WORTLAND's goal is to provide language lessons of the highest quality and greatest flexibility. To ensure successful collaboration, the following terms & conditions apply:

§ 1 General

A teaching unit is 45 minutes, unless otherwise agreed upon. An appointment is made up of at least 2 units, i.e. at least 90 minutes. Language training is conducted by qualified and experienced tutors. The tutors are native speakers. Generally one specific tutor is assigned to a course. For courses with larger numbers of units, an additional tutor can be used to take over the course after a specific period of time, on agreement with the parties. For longer-term absences of tutors (illness, vacation, etc.) a replacement tutor can be provided on request.

§ 2 Breaks

A 5-minute break is included per unit. For sessions consisting of 2 units (90 minutes) the 10-minute break is usually dispensed with. For sessions longer than 2 units, we suggest taking breaks by arrangement with the tutor.

§ 3 Payment

Payment is due at the start of a course. Invoices will usually be sent after the first lesson, and are due within 14 working days, unless otherwise agreed. Installment plans can be arranged.

§ 4 Cancellation policy

Lessons can be canceled or postponed. WORTLAND will not charge a cancellation fee. This applies to cancellations up to 48 hours prior to a lesson appointment. For intensive courses (4 units per day or more) appointments must be canceled at least 7 days before the appointment. If the lesson is canceled less than 48 hours prior to the arranged appointment (less than 7 days for intensive course) the regular fee will be charged.

This rule applies to WORTLAND as well. In the case of cancellation by WORTLAND less than 48 hours prior to an appointment the following applies: the canceled unit will not be charged for, and will be postponed to a later date. In addition the number of canceled units will be credited to your account as free extra units!

§ 5 Duration, frequency and validity of the teaching

(1) The minimum number of units for a language course is 20.

(2) Lesson frequency is fixed in agreement with the participants. It should be noted that the success of language training depends on regular attendance. Where a break of more than 8 weeks occurs, WORTLAND reserves the right to assign the tutor to another course.

(3) Where a break of more than 6 months occurs, a course will be deemed to have been terminated. Remaining units already paid for will be forfeited, and no fees will be refunded. In isolated cases individual solutions can be agreed to.

§ 6 Termination of a course

Termination or cancellation of a course currently running is only possible for good cause. Such termination or cancellation must be in writing. Cancellation of a course that has already been paid for by the client will lead to refunding of 2/3 of the number of remaining units. One third, or at least € 200.00, will however be withheld as administrative charge.

§ 7 Methodology and quality

The WORTLAND system teaches language skills in an efficient and fun way. We have developed a special method for teaching German vocabulary and grammar. This method is used exclusively by our tutors, and only for teaching German as a foreign language. WORTLAND and its tutors will discuss and agree your curriculum with you on a regular basis.

From time to time, participants will be asked for an evaluation of the course and their level of satisfaction by phone. After some time we will ask you for written feedback regarding our service. You will receive a form for this purpose.