



General Terms of Service for Language Courses

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. Online classes are also available for 60-minute individual training sessions.

Language training is conducted by qualified and experienced tutors. 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 24 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 24 hours prior to the arranged appointment (less than 7 days for intensive course) the regular fee will be charged.

§ 5 Duration, frequency and validity of the teaching

(1) The minimum number of units for a language course is 10.

(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 as illness for more than 4 weeks (medical certificate needed) or new assignment outside of Munich. 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.

§ 8 Insurance

The course fees do not include any insurance.

§ 9 Liability

1. Wortland is only liable for damages resulting from gross negligence or intent on the part of Wortland. Liability of Wortland covers all parts of the contract and is liable for the maximum amount of the three times travel expenses,

as long as the damage was caused solely by gross negligence or willful misconduct. Wortland is not liable for damages resulting from negligence or intent on the part of other participants, nor for the fact that services cannot be provided due to force majeure.

2. Other students are directly responsible for any kind of damage they cause. Wortland is not responsible for any damage or loss not under the control of Wortland.

3. In the course rooms, the course participants are obliged to follow the house rules.

4. Errors, printing, translation or arithmetic errors reserved.

5. Events beyond the class, such as the regulars' table and as a supporting program are private events. As participation is voluntary for course participants, it is at their own expense, and especially at your own risk. Consequently, there is no liability on the part of Wortland.

§ 10 Privacy

For the privacy of Wortland see website www.wortland.de/datenschutz.

§ 11 Documents

All documents made available by Wortland (offers, contracts, etc.) remain the intellectual property of Wortland. These documents may not be reproduced for unauthorized third parties or made available to other companies without the permission of Wortland.

§ 12 Partial nullity

Should a provision in these terms and conditions or a provision in the context of other agreements be ineffective, this shall not affect the validity of all other provisions and agreements.

Final provisions

The place of jurisdiction is Munich and the applicable law is German law.

As of: 1 March 2024

Wortland | Because clear communication is inspiring.

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