

Sprachschule Multilingua  
Fahrgasse 19 / Ecke Wassergasse  
63225 Langen

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www.sprachschule-multilingua.de

## REGISTRATION FORM

Course			
language	course name	fee per month	fee per UE*
start date	appointment: day(s)	appointment: time(s)	amount of weeks
Participant			
first name	last name	date of birth	m / f          age
parents (first+last name)	street, No.	postal code / city	language level (if known)
phone private	phone business	mobile	e-mail
Method of payment			
<input type="radio"/> payment via invoice <input type="radio"/> direct debit from bank account (fill out SEPA Direct Debit Mandate on page 4)			
Account			
Account Holder: Sprachschule Multilingua	Bank: Deutsche Bank	IBAN: DE64505700240786073700	BIC: DEUTDEDB505

\*UE=block / lesson = 45 min

I agree with the terms and conditions (on page 2 + 3 )

\_\_\_\_\_

location/Date

\_\_\_\_\_

signature (for minors, legal representative's)

## General Terms and Conditions

Multilingua Language School, Langen (Hessen), Germany.

### Scope of application

Multilingua Language School offers language courses for professional development for corporate clients and for private individuals. The following terms and conditions apply to all services within the scope of language tuition.

### The trainers

Multilingua Language School instructors are native speakers and have been trained as language teachers. The language teachers speak German as well as the language of instruction. There is no entitlement to instruction by a particular trainer. A possible change of teacher does not entitle the customer to cancel or withdraw from the contract.

### Registration

Registration is binding for the duration of the current teaching period and is possible by sending the registration formular offered by Multilingua language school by fax, post or email.

The signed registration form is legally valid and binding for the agreed services. Registrations will be considered in the order in which they are received. In the event of overbooking, the client will be informed immediately. Registration does not imply any claim to course participation, especially if the course in question is already fully booked.

### Registration and booking of lessons in the Onlineshop: <https://shop.sprachschule-multilingua.de/>

In Multilingua's Language School web shop, the desired product can be viewed without obligation by clicking on the product name. By clicking on the shopping basket button, the customer can place the item in the shopping basket. In the further course of the ordering process, the customer first enters his/her personal data and selects the method of payment. In the last step, the customer has the opportunity to check all details again, delete or change them. To complete the booking, the customer must accept the terms and conditions and press the buy button sending the order to Multilingua Language School. The customer will then receive an e-mail as confirmation of the order.

### Teaching period and length of contract

A teaching period begins on a fixed date. In the case of a contractually agreed number of lessons, it ends with the end of the last agreed lesson unit. In this case, an extension can be agreed by means of a new booking by the customer and Multilingua Language School.

Agreements which are valid for a period of time are automatically extended for a further month, unless notice of cancellation is given by one of the contracting parties four weeks before the end of the agreed period. Cancellation is possible up to six working days before the start of the course for a fee of 50 Euros. Any later cancellation will be charged with 50% of the course fee. A postponement of the start date by Multilingua Language School is possible up to a maximum of two weeks.

### Minimum number of participants for group lessons

Each group has a minimum number of participants. If the number of participants falls below this minimum, the number of lessons required will be reduced while the tuition costs and payment conditions remain the same (flexible adjustment of lessons).

- Group lessons (also children's courses) with 24 units (from 3 participants) are shortened
  - to 16 units for 2 participants
  - to 8 units for 1 participant
  
- Group lessons (also children's courses) with 48 units (from 3 participants) are shortened
  - to 32 units for 2 participants
  - to 16 units for 1 participant

### Terminations

The language course can be terminated by either party at an early stage.

The termination must be made in writing. No reasons need to be given. The period of notice is four weeks. It begins on the day the termination is received by Multilingua Language School. Group courses can be terminated at the earliest after three months of the first registration.

## **Cancellations**

Regular and reliable attendance at class meetings during the class period is requested in order to give the language teachers maximum planning security. Cancellation of individual lessons: Individual lessons can be cancelled by the participant between 09:00 and 19:00 on Mondays to Fridays up to 24 hours before the start of the lesson and are therefore free of charge. For lessons cancelled too late or not cancelled at all by the participant, the full lesson fee will be charged. Cancellation of group lessons: Lesson dates of Group Standard Courses cannot be cancelled. Lessons can be cancelled if there are not enough participants or due to force majeure (e.g. illness of the language teacher). If possible, the lessons will then be rescheduled. If rescheduling is not possible, no course fee will be charged and any fees already paid will be refunded. Participants have no further claims.

## **Lesson duration**

Each unit lasts 45 minutes: Exceptions are children's courses (between 6 and 17 years) with 60 minutes. Lessons are taught in blocks of at least two units. Exception: children's courses with one unit per meeting.

## **Copyright**

The teaching materials are protected by copyright and may not be reproduced or distributed without the express permission of Multilingua Language School.

## **Terms of payment**

Invoices to companies are due without deduction 10 days after the invoice date, for private persons at the beginning of the course. If monthly payment has been agreed, this is to be made monthly in advance. Lessons bought in the onlineshop can be paid using paypal (stripe), credit card (stripe), instant bank transfer (stripe), google pay (stripe), Apple Pay (stripe) and Giro pay (stripe). The provisions of the respective provider apply.

In the event of late payment, Multilingua Sprachschule is entitled to charge interest of 5% above the respective base rate. Furthermore, a processing fee of € 5,- is to be paid.

The prices charged can be found in the price list for the respective service period.

## **Place of fulfilment, Place of jurisdiction**

Place of fulfilment is Langen (Hessen). The exclusive place of jurisdiction for all disputes arising from and in connection with the contracts of Multilingua Language School is Langen, if the customer is a merchant or a legal person under public law. Otherwise, the statutory places of jurisdiction shall apply.

## **Severability clause**

Should any provision of these Conditions of Participation be invalid, this shall not affect the validity of the remaining provisions.

## **Information on the right of revocation**

The customer may revoke his contractual declaration in text form within two weeks without stating reasons. The two week period begins with the conclusion of the agreed contract. In order to comply with the revocation period, it is sufficient to send the revocation to Multilingua Language School at the address stated below before the expiry of the period. The right of withdrawal does not apply if the customer has already started the course/the course units. In addition, and notwithstanding the right of withdrawal, services already used must be paid for.

February 2021 | language school Multilingua | owner: Dipl. Kfr. Verónica Palza de Möller | Fahrgasse 19, 63225 Langen, Germany

## SEPA Direct Debit Mandate

Creditor name: Sprachschule Multilingua  
Creditor address: Fahrgasse 19, 63225 Langen  
Creditor Identifier: **DE60ZZZ00000314236**  
Mandate reference: to be completed by the creditor

By signing this mandate form, you authorise the creditor (name see above) to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from the creditor (name see above). As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.

Name: \_\_\_\_\_  
First name: \_\_\_\_\_  
Date of birth: \_\_\_\_\_  
  
Name of debtor: \_\_\_\_\_  
Street name + number: \_\_\_\_\_  
Postal code and city: \_\_\_\_\_  
Country: \_\_\_\_\_  
Name of bank: \_\_\_\_\_  
Account number IBAN: \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_  
BIC: \_\_\_\_\_/\_\_\_\_\_

\_\_\_\_\_  
Location, date

\_\_\_\_\_  
signature of debtor

This declaration is effective immediately and until remains valid as long as it is not revoked in written form to Sprachschule Multilingua. Charges for chargebacks will be invoiced with the bank fees and your own processing fee totaling € 10.00.

The account holder will be informed in advance of the exact amount, the customer number and the due date at least 14 calendar days before the due date. The information is provided with the invoice.

**The original document must be presented to Sprachschule Multilingua!**