



1 GENERAL INFORMATION

- The duration of the course is specified in the contract and can be renewed.
- Trial lessons are not free of charge unless otherwise specified by TLC.
- Courses can be given from Monday to Friday from 09:00 to 21:00.
- Special courses are given on Saturdays.
- At the end of classes, 5 minutes can be allocated for room change and sanitary maintenance.
- **Your contract will automatically renew unless canceled by you one month before the end.**

Group courses:

- Timetables are fixed and planned by the school administration. They cannot be changed by the students or the trainer during the entire course, except in exceptional cases agreed with the administration in advance and in writing.

Individual courses:

- The timetable for the first lesson is planned by the school administration as far as possible within a fixed time frame. The timetable for subsequent lessons is to be agreed by the learner directly with the trainer during their lesson or with the school administration if the next session cannot be arranged at that time. The school accepts no responsibility for errors and their consequences that may arise from failure to observe this rule.

Company courses:

- In-company courses are not charged if they are cancelled and notified to the school **48 hours before the lesson**. If the course has not been cancelled, it will be billed and will take place as normal.

2 ABSENCES AND CANCELLATIONS

- If you are unable to attend the course, you must inform the school by telephone on 021 888 38 39 (Vevey), on 021 888 16 15 (Montreux), on 076 578 38 38 or by e-mail at vevey@swisslanguagecorner.ch or montreux@swisslanguagecorner.ch copying your teacher **at the latest 48 working hours before the start of each lesson**. Any absence announced after this deadline is considered as too late and the course will be invoiced normally.
- In the event that a course session has to be cancelled for reasons reserved by the school and the student has already paid the pre-registration fee, the course credit is valid for one year from the date of registration. The value of the credit can be used for a later session, another course formula or can be refunded within 30 days.

3 TERMINATIONS

- Booked group courses cannot be cancelled after they have started. In special circumstances, a written request to the school administration stating the exceptional reasons for the cancellation can be made to obtain a credit note in order to join a new session of subsequent courses. If the student cancels the contract during the session, all reserved courses must be paid for.
- In the event that a session of individual or company courses is suspended by the learner, the credit for the missing courses is valid for one year from the date of registration. The value of the credit can be used for a subsequent session within the time limit.
- 30 days before the end of the programme, the learner is obliged to inform the school of his/her wish to continue or suspend his/her participation in the next session.

4 NUMBER OF PARTICIPANTS

- If there are insufficient participants for a group course, the school administration reserves the right to suspend or cancel the course and rearrange it on another date. If the course cannot be organised, the student can be refunded within 30 days.

5 TEACHERS

- TLC reserves the right to replace the trainer temporarily or permanently for good reason. Courses cancelled by the school due to illness or other impediments of the trainer are never counted to the learner and must be made up afterwards.
- It is strictly forbidden to employ (for payment or not) one's trainer or former trainer in language courses outside the school. Failure to comply with this clause will be punished by a penalty of up to CHF 5'000.



6 RESPECT

- Within the school grounds, students are expected to behave in a respectful manner and are asked to arrive on time for their lessons.

7 TERMS OF PAYMENT

- If the learner is more than one month late in the payment of his/her package, TLC-ESE reserves the right to claim the remaining amount due in one go. The school will be entitled to suspend its services in the event of late payment of fees.
- The invoice must be paid in full 10 days before the start of the course or according to the agreed payment schedule.
- In case of payment in 2 instalments, the first instalment must be paid 10 days before the start of the course, i.e. 50% of the total amount of the invoice, and the balance (50% remaining) within 30 days.
- In the event of late payment, a fee may be charged.

8 COMPLAINTS

- If you have any problems or complaints, please contact the school office or fill in our complaint form on our website: [Adultes](#) → [Calendrier & Documents](#) → [Espace de retour d'expérience et d'amélioration](#)

9 DATA PROCESSING

- TLC collects personal data solely for the benefit of the school. The information received is kept by the school and is not passed on to third parties or organisations.

10 LIABILITY IN CASE OF THEFT

- Each student is responsible for his or her personal belongings. TLC declines all responsibility for lost or stolen objects on the premises or during courses given outside by its trainers.

11 UNDERAGE LEARNERS

- Parents are required to inform the TLC team of the persons authorised to bring and collect the child within the space.
- Parents are required to respect the arrival and departure times of their children. In the event of exceptional delays, please inform the school by telephone as soon as possible.
- TLC-ESE declines all responsibility for the child outside of class hours.
- Parents are required to provide any necessary information regarding the child's health requirements (special diet, allergies, etc.).

12 VALIDITY OF THE CONTRACT

- The learner takes note that this signed contract is equivalent to an acknowledgement of debt within the meaning of Article 82 of the Law on Debt Enforcement and Bankruptcy.
- By signing the contract, the undersigned takes note that the non-use of the services does not give rise to any reduction or reimbursement of the subscription fee, whatever the reasons or circumstances. An exceptional extension of the subscription by TLC remains reserved.
- By paying, confirming the course and signing the contract, the learner undertakes to respect all the conditions stipulated in the above points.

13 HOURS OF CONSOLIDATION GIFTED

- The offered consolidation hours must be completed during the current school period.