



General Terms and Conditions of Enrolment at UvA Talen B.V.

1. Payment

You will receive an invoice from UvA Talen B.V. within several working days of enrolling. If you wish the invoice to be sent to your employer or another sponsor, please select this option during the enrolment process. In this case, you will need to enter the invoicing details of the organisation concerned and the relevant contact person. We will then check that your employer/sponsor has agreed to pay the invoice. Once the invoice has been sent, it is no longer possible to change billing details.

1. The invoice must be paid in full within 21 days, unless the course starts before the invoice expiration date. In that case, the right expiration date will be mentioned on your invoice.
2. If the payment period expires and no payment has been received, UvA Talen reserves the right to (temporarily) refuse the student admission to the course. However, in all cases, the course fee must still be paid in full (see 'Cancellation' below).

2. Cancellation

Cancellation by the student:

1. The Dutch 'Distance Selling Regulations' apply to your online enrolment. This means you may cancel your enrolment free of charge within 14 days of enrolling, provided that this cancellation is received in writing and at least two weeks before the start of the course.
In case you wish to cancel your enrolment later than 14 days after enrolling, but at least two weeks before the start of the course, you will be charged a € 50 administration fee.
If you cancel your enrolment less than two weeks before the start of the course, you will be charged the full course fee (100%).
2. If you wish to change your enrolment to another period, an administration fee of € 50 will be charged.
3. Your written cancellation should be sent by email to trainers@uvatalen.nl.

Cancellation by UvA Talen:

4. In the event that there are insufficient participants on a course (less than 6), UvA Talen reserves the right to cancel the course. In this case, any course fees already paid will be refunded in full. UvA Talen undertakes to refund such fees within 21 days.
5. In the event of a cancellation, UvA Talen cannot be held liable for any expenses incurred by the student (such as travel or accommodation costs).

3. Discounts

1. UvA Talen offers a € 25 discount to the following students: those who have already completed a course at UvA Talen, students attending any university or university of applied sciences, University of Amsterdam staff members, members of the AUV alumni association. UvA Talen also offers a temporary discount to employees of certain organisations.
2. A discount may only be combined with the discount for returning participants (those who have already taken a course at UvA Talen). No other combinations of discount are allowed.
3. Discounts via a discount code may only be combined with the discount for returning participants. Unless otherwise stated, a discount code without an expiry date is valid for one course only.
4. Once you have enrolled, you will be asked to provide proof of your right to a discount by showing your student card (for students), AUV card (for AUV members) or staff ID card (for UvA employees). If you fail to do this, your right to a discount will be cancelled. Your enrolment will however not be cancelled.

4. Privacy

1. UvA Talen highly values your privacy. We will not provide your personal information to third parties. Moreover, UvA Talen will treat all sensitive (personal) information concerning our students and their employers that we obtain in the context of the language courses as strictly confidential and will not share this with any external parties.
2. We retain the right to email occasional announcements to our students about our courses.

5. Changes to these terms and conditions

UvA Talen reserves the right to change these terms and conditions concerning payments and cancellations at any time.