

Terms and Conditions

1. Prices

Course prices are listed in Swiss Francs and exclude course materials. These are given out at the beginning of the course and appear as a separate item on the first invoice. When joining an existing class, the course fees are charged on a pro rata basis.

2. Payment

2.1. **Course fees** are payable within 14 days of the date of the invoice.

2.2. **Course participants who are not Swiss residents** are required to provide proof of payment before the start of the course.

2.3. **Payment by instalment.** This option costs 3% extra and must be arranged in advance. The first instalment is payable before the start of the course; further instalments must be paid by the end of subsequent months.

3. Registration and cancellation

Registration and re-registration are binding. Cancellation must be communicated in writing and has the following cost implications:

3.1. Cancellation prior to the start of a course

Up to 11 working days prior to course starting date 100% refund
5 to 10 working days prior to course starting date a credit for 80% of course fees for an alternative course within 1 calendar year

Less than 5 days prior to course starting date no refund

3.2. Cancellation after the start of a course:

no refund

4. Change of course times and/or course duration of public school courses

TLC reserves the right to postpone or merge courses. If there are insufficient registrations for a class, the course may be cancelled or postponed up to 3 working days before the first lesson. Alternatively, the course may proceed at a smaller group price or with reduced time. This time reduction does not apply to Intensive Courses. In the case of a cancellation on our part, course fees already paid will be refunded in full.

5. Non-attendance, absence or stopping before course end

Participants who fail to attend lessons, or who stop a course, are not entitled to a refund or reduction of course fees, nor are they entitled to stop instalment payments.

Exceptions: If, due to serious, unforeseen, exceptional circumstances (e.g. accident), a participant cannot attend or continue with a course, a written appeal may be made to the management. If this is granted, a credit note for the value of the remaining course time will be issued. This credit note can be used for an alternative course within a year. The credit amount will be calculated from the date of receipt of the written appeal by TLC. A deduction of CHF 100.- will be made to cover the extra administration.

Interrupting or stopping a course before the end has no bearing on the course price. In the case of planned absence (min. 3 continuous weeks) due to holiday, business travel or military service, a reduction to the course costs will be made provided the participant informs the school when registering. This must be done in writing or noted in advance on the re-registration form. Late applications or verbal information about such breaks will not be accepted.

6. Termination of Company Courses

Company courses can be terminated by giving one month's notice prior to the end of the semester or the contractual course end date.

7. Cancellation of lessons

One-to-one lessons:

24 hours' notice should be given prior to lesson. Failure to do so will carry the full cost of the cancelled lesson.

Two-to-one lessons:

The trainer must be notified of a cancellation in the lesson prior to the cancellation date. Both participants must be in agreement as to an alternative lesson date.

Group courses:

Cancellation is not possible

One-to-one and two-to-one lessons must be take place within the validity period block booked.

TLC reserves the right to make changes to the course programme, course prices and terms and conditions without giving prior notice. The course programme, prices and terms and conditions given on our website are valid and binding.

9. Private or other agreements with TLC trainers

Private arrangements between TLC company clients and TLC trainers or ex-trainers are not allowed. This applies for a period of 12 months following the termination of a TLC company contract. Breach of this condition is subject to a fine equivalent to one year of the TLC-trainers salary (at least Fr 30 000).

10. Confidentiality obligation

TLC teachers are obliged to maintain total confidentiality of all internal procedures, secrets and other business information revealed in company during a course.

Legal disputes:

District Court, Baden, Canton Aargau