

English  
Spanish  
French  
Italian  
German

hello@sprach-art.com  
www.sprach-art.com  
M +41 (0)76 526 36 30



# GTC

We thank you for your confidence in our work. Please read the following information carefully:

## LANGUAGE COURSES

### Registration

The submission of a completed registration form is binding, you are then registered for the selected course.

### Prices

The prices on the price list apply. Prices can be adapted yearly.

### Payment conditions

Language courses are to be paid before the starting date of the selected course; otherwise the course can be postponed or cancelled by sprachart.

### Cancellation costs

Up to 3 weeks prior to course start: 50% of the course price  
Up to 2 weeks prior to course start: 70% of the course price  
Up to 1 week prior to course start: 80% of the course price  
From 6 days to course start: 90% of the course price

### Absence

Absences in private lessons have to be notified at least 24 hours beforehand; otherwise, the lesson will be fully charged.

Missed group classes can be repeated in another class if possible. Please inform your teacher accordingly.

### Complaints

Should you be dissatisfied with your language course, please address your complaint to the school principal.

## LANGUAGE SERVICES

### Prices

The prices on the price list apply. Prices can be adapted yearly.

### Payment conditions

Invoices from translations and other language services are to be paid within 30 days upon the date of invoice. In case of high invoiced amounts or in special cases an advance payment may be required. The completion date shall be jointly agreed upon and confirmed in advance.

### Complaints

Complaints regarding imprecision or inaccuracy must be made within 30 days of the order's completion. Otherwise, the translation is understood to be accepted. We will only accept liabilities up to the amount of the executed order.

FABIENNE FEUZ  
Seftigenstrasse 22  
3007 Bern