

Terms of sale

General provisions

1) These terms of sale are only applicable on receipt of your child's registration form, unless an exemption is expressly granted and signed by both parties.

Responsibility

2) Berlitz shall not in any case be held responsible for any damage caused to a participant by another or for any thefts committed during a course or activities or for any possible damage caused by negligence of the participant.

3) The participant undertakes to respect and prevent damage to the infrastructure, equipment and environment at the Ranch Don Diego centre they will attend.

4) Any claim must be received by the Berlitz Kids Headquarters, by registered mail, no later than two days after the start of the session. Claims submitted verbally shall not be admissible. In case of dispute, only the Court of Brussels shall have jurisdiction and only Belgian law shall apply.

Cancellation or suspension

5) Registration sent by mail, fax or letter is considered FIRM AND FINAL, even if payment has not yet been made. All fees for residential language camps are due in full in advance.

ANY CANCELLATION MUST BE MADE IN WRITING, to be authenticated by the postmark. Cancellation by telephone or fax shall not be accepted.

Once a cancellation is received by our headquarters, Berlitz shall refund the payment in full:

* less €50 for any cancellation received up to 4 weeks before the residential language course;

* less €100 for any cancellation received less than 4 weeks but more than 2 weeks before the start of the residential language course.

For any cancellation received less than 14 days before the start of the residential language course, 50% of the total fees for the residential language course shall still be due.

Berlitz shall not refund any registration fees for any cancellation made after the start of the session and the client shall remain responsible for payment in full of the residential language course.

6) If the number of subscriptions for one session is less than the minimum 6 participants required, Berlitz reserves the right to either cancel the session, refunding in full the payment made by the client for this session, or offer fewer hours of courses than planned, at the same cost as set out in this document. By accepting this arrangement, the client agrees to the new hourly rate thus applicable.

7) In the case of suspension of the residential language camp, no refund shall be offered whatsoever and the camp fees shall remain due in full, regardless of the reason for suspension.

Changing course

8) For any alterations made less than 14 days before the start of the course, Berlitz shall reserve the right to request payment of alteration costs in the amount of €25 (change of dates, duration, course or language).

Registration and reservations

9) Once registered, the client is finally and irrevocably committed to Berlitz, regardless of payment of a deposit and subject to cancellation in accordance with Points 5, 6 and 7 above.

10) Fees for the residential language camp must be paid in full before the start of the session concerned, no later than 10 days before the start of the course, to be authenticated by the bank. If this payment is not made, Berlitz reserves the right not to register the client, whilst maintaining their right to demand payment in full of camp fees.

11) To register, the registration form must be returned, duly completed and signed, by post, fax or mail to the address below.

You may also visit us in person or telephone us for further information.

On receipt of the registration form, all requests shall be confirmed pending payment in full of fees for the residential language course.

12) Opportunities for late enrolment can be discussed by calling 0473 74 89 98.

Enrolment less than 6 days before the start of the course shall be subject to an additional charge of €20.

Payment reminder

13) Berlitz invoices are payable in cash. All reminders shall automatically entail, in addition to payment in full of camp fees, administrative costs of €50, default interest of 12% per annum and the application of a penalty of 15% on the amount due.

Participation in the camp and the course

14) The equipment and infrastructure of the centre where participants will attend the course and activities must be used responsibly. Any damage caused shall be payable by the negligent person.

Berlitz reserves the right to prohibit a participant from attending a course or camp if their behaviour prevents other members of their group from following the course or activities as normal. No refund or compensation shall be offered as a result of exclusion for disciplinary reasons or due to damage caused.

Additional points

15) Certain information provided on the registration form shall be included in a client file held at each Berlitz centre. The client may obtain the information held in their file from the Manager of residential language camps. He may rectify any errors made therein.

For further information or to arrange a visit:

Berlitz Language Center
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