

## **General business conditions**

### **How do I register for a German language course at PSP?**

Registration for a German language course can be done at the PSP Sprachpunkt office or over the Internet using the online registration form.

The registration form can be filled out at PSP Sprachpunkt, though it must be done 7 days before the start of the course. The tuition can be paid in cash at the office or through bank transfer. During your registration the office will provide you with our banking details.

Tuition may also be paid via PayPal.

A place in the German course is reserved only after receipt of payment.

### **Can I also register for the language course online?**

Yes. Fill out the registration form on our website and click "send." After we receive the form we will send you additional information regarding the course including our banking details. Please transfer the tuition within 3 days. After payment is received we will send you a confirmation of the reservation.

You may also pay the tuition in cash at the PSP Sprachpunkt office.

A place in the German course will be reserved after receipt of payment.

### **Can I also pay the tuition for the language course in cash at PSP Sprachpunkt?**

Yes. You can pay the tuition at the PSP Sprachpunkt office.

### **Can I pay the tuition by bank transfer?**

Yes. After receipt of the registration form for a PSP Sprachpunkt language course we will send you our banking details.

### **When is my place in a PSP Sprachpunkt language course reserved?**

Your place at the language course is reserved with the receipt of the payment.

### **Can I register for a course at PSP Sprachpunkt later than 7 days before start of the**

**course?**

Yes, but a registration less than 7 days before start of the course will only be considered if there is a vacancy.

**When can I register for a language course at PSP Sprachpunkt?**

Please register latest 7 days before the start of the course.

**Do I need to pay the tuition in full for the language course during registration?**

No. At registration you can make a down payment of € 50 and pay the rest latest on the day of the start of the course.

**When is a place in a language course reserved?**

A place in a language course is reserved only after receipt of payment. Payment can be done by bank transfer or in cash at a the PSP Sprachpunkt office. Payment by PayPal is also possible.

**Can I register for a course at PSP Sprachpunkt less than 7 days before the start of the course?**

Yes, but a registration less than 7 days before start of the course will only be considered if there is a vacancy.

**When can I register for a language course at PSP Sprachpunkt?**

Please register latest 7 days before the start of the course.

**Do I need to pay the tuition in full for the language course during registration?**

No. At registration you can make a down payment of € 50 and pay the rest latest on the day of the start of the course.

**Will I be refunded for the tuition if I withdraw from the language course at PSP Sprachpunkt?**

Yes. If you decide to withdraw within 7 days of the start of the course, PSP Sprachpunkt will refund the tuition minus a €150 processing fee.

No if you decide to withdraw within 7 days of the start of the course, there will be no refund of the tuition.

**How can I withdraw from a PSP Sprachpunkt German course?**

A withdrawal from a PSP Sprachpunkt German course must be done in writing and sent either by post or e-mail.

**When can I withdraw from a PSP Sprachpunkt language course?**

A withdrawal from the language course is possible latest 7 days before the start of the course.

**Can I also postpone a PSP Sprachpunkt German course to a later point in time?**

No. If you are unable to attend the PSP Sprachpunkt language course, for which you are registered for, due to personal reasons, you may not take a later language course.

**What happens if insufficient participants sign up for my registered PSP Sprachpunkt course?**

In this case PSP Sprachpunkt up to 4 weeks before the start of the course reserves the right to postpone or reduce an intensive German language course from 20 class periods to 10 per week or to reduce the course from 4 to 2 weeks.

A class period is 45 minutes.

**What is a class period?**

A course period lasts 45 minutes.

**How many participants must register for a German language course so that an intensive PSP Sprachpunkt German course consists of 20 class periods per week or an evening German course 4 class periods per week?**

There must be a minimum of 5 students for a PSP Sprachpunkt German course to take place.

**Does PSP Sprachpunkt have the right to change instructors mid-way through a German course?**

Yes. PSP Sprachpunkt reserves the right to change instructors in an ongoing course.

**Will I get a certificate as testimony for having attended a PSP Sprachpunkt German course?**

Yes. PSP Sprachpunkt will provide a certificate at the cost of € 5 for participation in a German course.

Data protection

**Will my personal data be protected?**

Yes. PSP Sprachpunkt is obliged to use your personal data exclusively for the purpose of closing the contract.

By signing the contract you allow your personal data to be electronically stored in the PSP Sprachpunkt databank. PSP Sprachpunkt assures that your personal data will not be forwarded or made available to a third party or be sold to another firm.

By closing a contract, i.e. filling out and sending the registration form, for a PSP Sprachpunkt German course, the course participant accepts the general business conditions and is thereby obliged to comply with them.