General Terms and Conditions – Dutch School Navigator

1. About these terms

Dutch School Navigator (Chamber of Commerce No. 98380516, Flevoplantsoen 3, 7607LW Almelo, “we”) assists international families with school selection and enrollment and offers Dutch language courses and corporate programs. These terms and conditions apply to all individual customers (“Consumer,” B2C) and business customers (“Business Customer,” B2B). Where the provisions differ, this is specified separately for each target group.

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2. Formation of the agreement

- An agreement is formed as soon as the customer confirms a quote, reservation, or order in writing (including by email) or via the website, or pays for it.
- Quotes are valid for 30 days, unless otherwise stated.
- Our services (consulting, coaching, teaching) are based on a best-efforts obligation. We never guarantee school placement, the outcome of a lottery, admission to a specific school, or a particular language level; these depend partly on third parties (schools, municipalities, DUO) and on the client’s own efforts.

3. B2C — Private clients

3.1 School Search Support

- Full School Search and the Strategic Advisory Session are provided as described on the website or in the confirmation. For the Strategic Advisory Session, the fee may be applied toward the cost of Full School Search if you proceed to that service, as stated on the website.

- One-time assistance (e.g., sports club, after-school care) via a discovery call is arranged and billed separately.

3.2 Language lessons (Classroom Confidence Courses)

This section applies to all language lessons.

  - Payment Obligation and Cancellation: Booked lessons will be charged in full unless the customer cancels or reschedules in writing via email at least 48 hours before the lesson begins. If a lesson is canceled within 48 hours of the start time, or in the event of a no-show, the full lesson fee is due.
  - Right of Withdrawal: For Tailored Private Lessons and other one-on-one services, a Consumer generally has a 14-day cooling-off period after booking. If the first lesson begins within those 14 days at the Consumer's express request, the Consumer thereby waives the right of withdrawal for the portion of the service already received; in the event of withdrawal, a fee is due in proportion to the lesson(s) already provided. This does not affect the 48-hour rule.

3.4 Prices and payment (B2C)

- Prices are in euros and include VAT unless stated otherwise.
- Payment is made in advance (at booking) or within 14 days of the invoice date, as stated for the relevant service.
- In case of late payment, the Consumer receives a reminder with a 14-day period (statutory notice). After that, statutory interest and reasonable collection costs are due.

4. B2B — Business clients

This section applies to organisations using the Executive Educational Residency, the Corporate Credits Program, the Language Integration Program, the Family Onboarding Program, and/or a custom group course.

- Corporate Credits: credits (1 credit = €300) are valid for 12 months from purchase, are not redeemable for cash, and are not transferable to other organisations unless agreed in writing.
- The Language Integration Program and custom group courses follow the same cancellation rules as private language lessons (see 3.2): 1-on-1 sessions may be rescheduled free of charge up to 48 hours in advance, after which the full fee is due; group sessions (including custom group courses) cannot be cancelled or rescheduled.
- Custom group courses are defined per organisation in a quote (participants, level, content, schedule); that quote forms part of the agreement.
- Executive Educational Residency: the programme and its 12-month term are set out in the agreement; the language add-on is optional and quoted separately.

- Family Onboarding Program: access to the knowledge base and quarterly masterclasses applies for the agreed term and the agreed number of users/families.

4.1 Prices, payment and termination (B2B)

- Prices exclude VAT unless stated otherwise. Payment term: 14 days from the invoice date.
- In case of late payment, the Business Client is immediately in default, statutory commercial interest (art. 6:119a Dutch Civil Code) is due, plus collection costs of at least 15% of the invoice amount (minimum €250).
- A Business Client may terminate an ongoing programme (e.g. Executive Educational Residency) early with 2 months' notice; the agreed fee remains due, less demonstrable cost savings on our side. No notice period applies to individual credits or one-off sessions; these simply expire per their validity period.

5. Liability

- Our liability is limited to direct damages and to the amount paid for the relevant service.
- For Consumers, a maximum of €10,000 per event applies. For Business Clients, liability is capped at the invoice amount, unless our liability insurance pays out a higher amount.
- We are not liable for indirect or consequential damages, nor for decisions made by third parties (schools, municipalities, admission authorities).
- These limitations do not apply in case of intent or deliberate recklessness on our part, or damage resulting in death or injury.

6. Intellectual property and confidentiality

- All materials, advice, course materials, and guides we provide remain our property (or that of our licensors). Use is limited to personal use (B2C) or the agreed number of users (B2B); distribution, resale, or publication without written consent is not permitted.
- Both parties treat non-public information as confidential, including after the agreement ends.

7. Force majeure

In the event of force majeure (illness, technical outages, government measures, and similar circumstances beyond our control), our obligations are suspended. We will consult on a new date as soon as possible. If the force majeure situation lasts longer than 30 days, the agreement may be dissolved free of charge for the part not yet performed.

8. Changes to these terms

We may amend these terms; material changes are announced at least 30 days in advance. Consumers may terminate free of charge in response to a material change. For Business Clients, amended terms take effect from the announced date.

9. Governing law and disputes

These terms are governed by Dutch law. Disputes are submitted to the competent court in the district of Overijssel, without prejudice to the statutory rights of Consumers (including the right to choose the court of their own place of residence within the EU).

These terms are drafted in Dutch and English. In case of any difference in interpretation, the Dutch text prevails.

Contact

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