

General Terms and Conditions

Scope

These General Terms and Conditions expressly apply to candidates applying at International Swiss School. Customers agree with these General Terms and Conditions while registering for the course.

Registration

Once the candidates apply for course through website or direct at our admin office, the courses are confirmed via email and admission letter.

Fees

The course fees are mentioned in the website. Not all Costs for materials, are not included in course fees. They are explained in person to through the application meeting. Failure to pay the course fee does not equate to a cancellation of registration. Course fees must be settled prior to the commencement of the course in accordance with the payment terms. An option for payment in instalments is available for an additional charge.

Late payment

If one or more instalments have not been paid by the agreed payment date after course begins, ISS has the right to suspend lessons until it receives payment. The agreed total will still be due.

Execution

For organisational reasons, International Swiss School reserves the right to postpone, combine or cancel courses, change the course and examinations venue, shorten courses due to an inadequate number of participants, or replace the instructor temporarily or permanently.

There might be raise the course fee or keep the price the same while reducing the number of lessons. But everything will be preinformed to the current participates and included in the instruction at the admission office for future interested candidates.

Student's Right to Cancel

Students who cancel prior to the start date or on the start date, will receive payment of the refund within 30 business days of start date. Students who withdraw after the start date will receive payment of the refund within 30 business days of the notification of withdrawal.

If a student withdraws or shortens their course after the first day of class, but before completing 50% of their contracted number of weeks, the student will be charged full price for the number of weeks completed with calculating a refund. All tuition discounts or special offers are dependent upon completion of the total contracted weeks of study.

All changes to the contract must be made in writing (email or letter).

Cancelling/postponing lessons.

Transfer of course hours

In special circumstances course hours can be transferred to a different course format. All information's will be informed to participates prior to such changes occurring and will be implemented through their consent

Leave of Absence Policy

A student needing a Leave of Absence for medical or personal emergency reasons may request a Leave of Absence. The student must submit a written request via email with right information for a leave of absence in advance of the beginning date of the leave of absence unless unforeseen circumstances prevent the student from doing so. If a student does not request a leave of absence within a timeframe consistent with the consecutive absences policy, s/he must be withdrawn from the program.

Upon returning, the student will be given a level assessment and will be placed into the appropriate level at that time; which may be a lower level depending on the length of the leave of absence and the point of the term in which the student resumes.

Attendance

A student will be placed on Attendance probation if their cumulative attendance falls below 80% . The student will be placed on Academic probation if their cumulative grade falls below 80% for all Programs at the time they are given a progress certificate.

A written warning letter will be issued to the student stating that their attendance/grade has fallen below the required minimum standards and needs to show improvement.

Absence of teachers

In case of absence of the teacher (e.g. illness) we reserve the right to organise a substitute. If this is not possible for organisational reasons, we will try to reschedule.

Course continuation

The course registration is not automatically renewed but expires after the course duration you have booked. Therefore, register early for the next course if you would like to continue.

Delays

Late arrivals by the participants will not be considered. If the teacher is late, the lesson time will be made up individually by arrangement.

Level completion

The regular completion of a course at the end of the booked course time does not guarantee a successful level completion. Please refer to our guidelines on the duration of a level completion of the Common European Framework of Reference (CEFR). How quickly you complete a level depends on your individual performance and commitment. We accept no responsibility for this or for failure to pass exams.

Telephone and e-mail communication

With your booking, you give us your consent to communicate with you via e-mail and (mobile) telephone number. Our teachers may contact you by e-mail for matters relating to course organization.

Data protection

We take the protection of your personal data seriously and comply with the provisions of the Data Protection Act. By agreeing to our terms and conditions, you accept that we may process and store all the data you provide at Registration as part of our business processes.

Disclaimer

For all courses, examinations and events organised by us, we exclude any liability for damages incurred. You are therefore responsible for taking out adequate insurance cover yourself. We accept no liability for theft or loss of items on the premises

Place of jurisdiction

The provisions of Swiss law shall apply to legal outcomes if necessary.