

General Terms and Conditions Kreativní Edukativní Club, s.r.o.

1. Kreativní Edukativní Club, s.r.o.

Company Kreativní Edukativní Club, s.r.o. Id. No. 087 98 362 with its registered office at Řepčice 27, 251 69 Velké Popovice, on behalf of Daniela Vávrová Director of the Company, provides services in the field of language and educational education, and these terms and conditions govern the contractual relationship between Creative Educational Club, s.r.o. (hereinafter referred to as the Company) and the students of its courses, respectively the legal representatives of underage students (hereinafter referred to as student), and are binding on the parties concerned.

2. EN-ATION COURSE AND ESTABLISHMENT OF A CONTRACTUAL RELATIONSHIP

The contractual relationship between the Company and the Student arises on the basis of an electronic en-bus at the <https://kec.webooker.eu>
Check-in is valid for only one school half-term.

3. Payment

The price for the services provided (exchange rate) is determined according to the price list valid at the date of signature of this agreement and is payable on the dates specified on the invoice created by this system.

Exchange rate is payable to an account held with Fio banka, account no. 2001740878/2010 (VS = invoice number from the rust system), based on the invoice issued.

Upon agreement, the exchange rate may be paid in installments.

4. CANCELLATION POLICY

The conditions for canceling the course are as follows:

The course can be cancelled only in writing to the company address: Řepčice 27, 251 69 Velké Popovice.

and, before the start of the first lesson of the course is free of cancellation fee, the paid exchange rate will be refunded to the Student in full

(b) in the event of termination of attendance during the school year and for missed hours, the exchange rate paid **shall not be refunded**.

c, the aliquot part of the exchange rate may be returned on the basis of the Company's decision due to a long-lasting (minimum 4 consecutive weeks) illness, which is duly excused and supported by a medical certificate.

The Company reserves the right to cancel a group with a student number below 5 and to offer the Student the opportunity to continue with another group at the same level of knowledge if that group exists or return the exchange rate. The Company reserves the right

to change the courses: change of teacher, classroom, lesson time (shift of the beginning of the lesson by a maximum of 30 minutes). These changes do not entitle the Student to claim, withdraw from the contract or any compensation.

In the event of cancellation of the lesson / course/ change of time or classroom, the Student will be promptly informed by SMS (sudden change on the day of the lesson) or by e-mail (notification of the change the day in advance or earlier).

In the event of cancellation of all or part of the Course by the Company, the Student is entitled to a refund of the pro rata part of the exchange rate paid.

In the event of a refund of part or all of the exchange rate, the amount will be transferred to the customer's account within 30 days.

5. MISSED HOURS, ATTENDANCE, LESSON ENTRIES

It is the Student's responsibility to keep their contact details listed in the Webbooker or WIX system up to date. The Company is not responsible for any non-delivery of information due to out-of-date contact information.

For group lessons for the student's absence, the Company does not provide any compensation. If the student's absence is duly excused (i.e. no later than 8:00 on the day of the lesson), the Student may replace the missed hours in another group on the same or similar level, if the group exists. The number of such substitutable lessons is limited to 2 for each half-year.

The company is an external landlord of premises in partner elementary and other schools and therefore does not have access to information about planned school and group events. It is in the interest of the Student to submit information to the Company about planned school events (ŠvP, trips, excursions). In the event of a reported planned absence of an absolute majority of children from the group, the lesson will be cancelled and a replacement date announced. Such actions must be notified to the Company at least 7 days in advance. If the Company is not informed of the planned group absence, the lesson is considered to be taught and students will not be entitled to any compensation.

If there is no missed time without a proper apology for individual instruction (i.e. no later than 8:00 on the day of the lesson), no compensation is given to the Student and he is obliged to pay for the lesson.

If the lesson is cancelled by the Company, students are automatically given a replacement term as part of group lessons, in individual teaching the refunds are recorded according to a personal agreement between the lecturer, the Company and the Student.

For serious reasons, the Company reserves the right to cancel the relevant course (e.g. long-term incapacity for work or reduction of Students in the group below the economically viable level). In this case, the student will be offered an alternative course at a different time or the return of the remaining part of the exchange rate.

6. Tutorial

Teaching is always done at a properly agreed date. Teaching is not held on public holidays and during school holidays or directorial leave in the building where the lessons take place. One group lesson takes 50 minutes. One online lesson takes 30 minutes. One individual lesson takes 60 minutes.

7. ACCESSION TO THE COURSE AND ITS AMENDMENT

In the event that the Student enters the course already in progress more than 4 weeks after its commencement, he/she is entitled to a discount on the exchange rate. The amount of the discount shall be determined by the Company.

The Company will allow the Student to switch from the course to a course that better matches the level of the student's knowledge (at the student's own will or on the recommendation of the lecturer) in the event that this transfer is possible for capacity reasons.

8. CHANGES BY THE COMPANY

The Company reserves the right to temporarily suspend the course due to force majeure such as the power outage, partial or general strike and unforeseen events (war, insurrection, mobilization, epidemic, pandemic and closure of objects due to epidemic, pandemic fire or explosion, traffic and other disasters. **In this case, the student is not entitled to a refund of the course.**

The course teacher is entitled to cancel the lesson without compensation if neither of the students arrives without a proper apology within 20 minutes of the start of the course. If group teaching is cancelled by the Company on the grounds that the lecturer cannot be present at the teaching for serious reasons, the Company will provide a replacement lesson.

9. SUBURBAN CAMPS, RESIDENTIAL CAMPS AND ADDITIONAL EVENTS

The legal representative or participant will be acquainted with the provisions and rules for suburban camps, residential camps and additional events, which will be sent to him by e-mail at least 30 days before the start of the event and are obliged to follow them.

The maturity of individual events is governed by the instructions sent by e-mail to the participants of the event.

Cancellation policy:

and, less than 14 days before the start of the event - 100% of the total price

b, 14 - 30 days before the start of the event - 50% of the total price

c, 31 days before the start of the event and more - 0% of the total price

10. Withdrawal

The Company reserves the right to withdraw from the contract concluded with the Student and to cancel the Student's participation in the courses without compensation, in the event that by his behavior he or she has the property or health of other participants in the course, lecturers or equipment premises, or will seriously interfere with the course. The student is obliged to follow the applicable school rules in the area of behaviour and safety regulations if the school building is taught.

The company may withdraw from the contract in case of non-fulfilment of the capacity of the course (min. 5 students).

The Company is entitled to withdraw from the contract even if the Student does not pay the agreed exchange rate within the due date.

11. ACCEPTANCE OF THE TERMS AND CONDITIONS

Consent to the terms and conditions takes effect in the event of the filing of a binding application (elektronické or written).

12. Privacy

The right to the protection of personal data is governed by separate conditions for the protection of personal data set out in the <https://kec.webooker.eu>

I agree with the terms of study set forth in this Agreement and Am aware that their repeated failure to comply with and violate them may result in early exclusion from the course without the possibility of replacing the exchange rate already paid. Furthermore, I agree to the possible publication of the photos for the purposes of the Company.