

General Terms and Conditions (GTC)

1. Registration

1.1 To register, we require your full name, address, mobile number, and email address. Invoices are sent exclusively via email. We do not send invoices by postal mail.

1.2 Upon registration, you will immediately receive the access data for the classroom, allowing you to begin lessons from your chosen start date.

1.3 Invoicing is done monthly and includes all lessons conducted during the respective calendar month. A one-time registration fee of 20 Euros will be charged with the first invoice after registration. To ensure continuous lessons, the invoice must be paid within 7 days of receipt.

2. Participation and Absence

2.1 In case of your absence from a lesson, for whatever reason, the lesson will still be charged as the time has been reserved for you.

2.2 We offer the option to request a rescheduling in advance via our Telegram communication bot.

2.3 However, the teacher is not obliged to agree to a rescheduling, and due to tight schedules, it is often not possible to offer an alternative appointment.

2.4 If rescheduling is necessary, an alternative appointment must be arranged within 7 days; otherwise, the lesson will automatically be considered as conducted and will be charged.

2.5 In summary: If the teacher cannot or does not wish to provide an alternative appointment within 7 days, the lesson will be considered as conducted and will be charged.

3. Lesson Pauses

3.1 Vacation: **Inform customer service** (not just the teacher) at least three days prior to the planned vacation, so lessons can be paused without additional costs.

3.2 Illness: If you or your children are ill and a longer illness is foreseeable, lessons can also be paused. **Inform customer service** (not just the teacher) in a timely manner, so lessons can be paused starting from the third day after notification of the illness.

4. Exams and Materials

4.1 Exams, lesson materials, and lesson recordings may not be distributed or shared with third parties.

4.2 Exams in Arabic Lessons:

4.2.1 Once the study material for a level has been completed, you will have the opportunity to prepare for the exam for one week.

4.2.2 Regular lessons will not take place on the exam day but the exam will be charged as one lesson, as the exam needs to be prepared and corrected.

5. Termination Procedure

5.1 To stop receiving further lessons, a written notice must be sent to customer service. This can be done via email or WhatsApp.

5.2 Teachers are **not** responsible for terminations or financial matters. Requests or terminations should **not** be made via the Telegram communication bot but exclusively through the official communication channels with customer service or accounting.

5.3 Until our customer service receives a written termination notice via email or WhatsApp, all booked lessons will be charged, regardless of the customer's participation. The termination will take effect 7 days after the customer service has received your notice.

5.4 Questions about invoices or other concerns should also be addressed via the official communication channels with customer service or accounting.

6. Communication

Please do not exchange private contact details with the teacher. All lesson-related matters can be addressed via the Telegram communication bot.

7. Agreement

By registering, you automatically confirm that you agree to our terms and conditions and will adhere to them. Acceptance of these terms is confirmed through registration.

These terms are an Amaanah (trust) before Allah. Violations cannot be forgiven, and this Amaanah will be claimed on the Day of Judgment.