

GENERAL TERMS AND CONDITIONS

General conditions for individual bookings. Not applicable to specific courses for professionals, corporate clients or constituted groups.

These general terms and conditions are subject to revision.

The present terms and conditions apply to all services provided by VOXEA (courses, accommodation package, external activities, level assessment- and tests) and purchased by the client (“the student”) directly from VOXEA.

By paying the whole or part of the amount for VOXEA’s services, the client accepts unreservedly the present terms and conditions.

ENROLLMENT

Students must be over 18 to be enrolled in a course.

VOXEA however accepts students from the age of 16. In this case a Parental Consent Form must be completed, signed and sent to VOXEA by a parent or legal guardian.

A residence permit is necessary for all foreign students for stays longer than three months. A visa is required by the Swiss authorities for some citizenships. VOXEA will be pleased to give further information on this.

The details and address of the accommodation selected will be sent to the student at least 2 weeks before the start of the course.

ADMINISTRATION FEE

The administration fee of CHF 150.00 includes:

- Analysis of the online placement test and level assessment
- Registration of the student
- School material
- Access to eVOX e-learning platform during the course + 1 month.

ACCOMMODATION PLACEMENT FEE

For the students requesting a homestay accommodation, a placement fee of CHF 40.00 will be invoiced as from 01.01.2022.

PLACEMENT TEST

A placement test before VOXEA confirms the course is obligatory for all new students. The link of this online test will be sent to you upon receipt of the booking form.

VOXEA will review each test and place the student in a class of an adequate level. In case there is some doubt about the student's ability in oral expression, a 15 minutes. interview with a teacher will be performed the first day of the course.

Should students feel they have been placed at, according to them, a too high or too low level, we will recommend that they wait a couple of days until the class has settled. In case they still consider they are in a level which does not suit them, they should inform their teacher and the Director of Study will decide if it is in the students' best interest to be placed into a different level.

COURSE FEES AND PAYMENT

The course- and accomodation fees must be paid in full no later than 4 weeks before the course starts. If the booking is made less than 4 weeks before the course starts, the fees are immediately payable. If full payment has not been received on the start day of the course, the student will not be allowed to participate.

For courses longer than 12 weeks, 50% of tuition and accommodation fees and 100% of all other fees must be paid no later than 4 weeks before the course starts. If the booking is made less than 4 weeks before the course starts, the aforementioned fees are immediately payable. The remainder of the tuition and accommodation fees is required no later than 10 working days before the start of the second half of the stay.

CANCELLATION AND REFUND

Cancellations must be made in writing. The period of cancellation applies from the date VOXEA receives the written notice of cancellation. Any cancellations due to visa refusals will be at no charge and VOXEA will proceed to a full refund excepted the administration fee and any courier charge which might have occurred.

Cancellation and penalties due

- More than 4 weeks' notice: Administration fee and accommodation placement fee.
- 2 to 4 weeks' notice: Administration and accommodation placement fee, as well as
- 1-week accommodation fee plus any other non-course fees
- 1 to less than 2 weeks' notice: 50% of the total amount of the invoice
- Less than 7 days' notice: no refund

Bookings for hostels, hotels and student residences may incur a different cancellation policy, which will be advised to you at time of booking.

Student withdrawal

In the event of withdrawal, the costs of additional services (airport transfers, administrative fee, accommodation placement fee, program supplement costs, excursions, etc.) are not refundable.

Course fees:

The reimbursement will be calculated according to the percentage of the course completed:

- 0 -19% of the program completed: 70% refund of unused course fees
- 20-39% of the program completed: 50% refund of unused course fees
- 40-59% or more of the program completed: 30% refund of unused course fees
- 60% and more of the program completed: no reimbursement of course fees

Accommodation fee:

- 0 - 59% of the stay completed: the week started and an additional week of accommodation will be retained
- 60% or more of the stay completed, no refund.

Miscellaneous

All course- and accommodation fees are calculated as full weeks and no refund is given for part weeks. There is no refund for days when the schools are closed due to public holidays or other unforeseen events.

Depending on the course, a minimum number of students is required to open and run a class. If the minimum number of students is not reached, VOXEA reserves the right, considering the small size of the group, to reduce the number of lessons for the same price.

Students may not claim compensation for inconvenience caused or other damages.

OBLIGATIONS OF STUDENTS

Students agree to respect the Student Code of Conduct during their stay at VOXEA.

If the student behaves badly or with bad intentions, to the point of seriously damaging the smooth running of the services (courses, accommodation, leisure activities) or the reputation of VOXEA, he or she will be immediately excluded, without notice or refund.

TEACHERS

VOXEA reserves the right to replace or alternate a teacher for a specific or indefinite period of time. Students may not claim damages due to a change of teacher.

INSURANCE

VOXEA declines all responsibility in the event of theft, damage or loss of property on its premises. All students are required to verify their private health and accident insurance coverage, as well as their liability insurance, before the course begins.

COMPLAINTS

All complaints should be addressed to our Administration Department. Management will investigate them and will take the necessary action within a reasonable period if they are justified.

PHOTOGRAPHS - VIDEOS

VOXEA may arrange to photograph or shoot video footage of students or use their written feedback for promotional purposes, both printed and online. Any student who does not wish to participate should advise us at the time of booking or state at the time of the photographing or video shooting the wish not to participate.

By accepting these terms and conditions the students (and their parent/guardian if under 18) give consent to the use of these photographs or video footage without further consent or notification.

GOVERNING LAW

These General terms and conditions and any disputes are governed exclusively by Swiss law. The courts of Lausanne (Switzerland) have exclusive jurisdiction.

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