

1. **Application form**  
The completed and signed application form is considered legally binding and secures the payment of the entire cost of the course.
2. **Absences – Group courses**  
Substitute lessons for those missed as a result of illness shall not be granted. This applies to other preventions for which the school is not accountable (e.g. weather conditions, public transport delays, etc.) as well.
3. **Absences – Private lessons**  
Participants arrange their schedules in accordance with the school office. Prearranged lessons can be cancelled or changed by telephone to the school office (043 443 16 16), by fax (043 443 16 17), or by email (info@languagecenter.ch). The message must be received at least 24 hours in advance; otherwise, the lesson will be charged as normal.
4. **Cancellation or postponement of group courses prior to start of course**  
Arranged language courses may be cancelled or changed up to two weeks prior to the start of the course. Such cancellation or change must be made by letter, fax, or email. The period of cancellation or postponement is dependent on the date noted on the plc registration form. For cancellations and changes received less than two weeks before the start of the course, a processing fee of CHF 300.- will be charged.
5. **Discontinuation of group course after start of course**  
Courses have a fixed contract period and are not terminable. In exceptional circumstances (e.g. illness, accident, etc.), a written request for termination may be made to the school administration. Subject to the school's discretion, a credit for a future course may be issued. In the case of cancellation or prolonged absence during the course, the total course price is payable. No refunds or credits shall be granted for course fees which have already been paid. In exceptional circumstances, a written request may be made to the school administration. Subject to the school's discretion, a credit for a future course may be issued.
6. **Interruption, cancellation, or transfer of individual classes after start of course**  
If a course is discontinued, then the credit for those registered lessons shall be valid for one year. The equivalent value of this credit can be used within this time period toward another course or transferred to a third party. Termination of a course in private lessons is possible and must be done in writing. The possible remaining balance can be transferred within a year from the registration date to third parties. In the case of a company course, the credit shall remain within the company and may be used accordingly. No refunds shall be granted for course fees which have already been paid.
7. **Attendance**  
If the minimum number of participants of a group is not reached, the school administration reserves the right to either terminate the course or to reduce its duration.
8. **Terms of payment**  
Unless otherwise agreed, the terms of payment are in accordance with the invoice, which is normally ten days.
9. **Change of teacher**  
plc reserves the right to change teachers on a temporary and/or permanent basis.
10. **Learning materials/registration**  
The costs of teaching materials are not included in the course fee but are charged separately. A registration fee of CHF 25.- also applies.
11. **Complaints**  
In the case of problems and complaints, the school administration should always be consulted. We are always keen on working with you to find the most optimal solutions for potential issues.
12. **Liability for theft**  
Please take care of your valuables and never leave them unattended in the rooms. In the case that valuables of any kind are lost or stolen, the school cannot accept any liability.
13. **Jurisdiction**  
If there are any irreconcilable differences that require legal action, the jurisdiction of Zürich shall be applied.