

General Terms & Conditions

The general terms and conditions of sale (GTC) apply to all courses provided by Joy LINDEN, representing Learn With Joy, whose registered office is located at rue de Sambre 2, 7850 Enghien, BCE number 0773.824.230.

1. Purpose

Any registration or booking of an online or in-person course implies the client's full and complete acceptance of these GTC.

2. Rate

In exchange for the provision of the services defined in point 1 above, the student will pay the provider the amount of:

35€/hour for in-person courses

32€/hour for online courses (from April 1, 2024)

The rate may vary depending on the circumstances and based on prior agreement between the student and the provider.

A preferential rate is offered for 10-hour packages, billed at 310€ (i.e., 31€/hour).

3. Payment

Payments are made by bank transfer, before the first lesson of a package. For hourly payments, the payment must be made to the following account number: LT05 3250 0496 7970 5637 before the 28th of each month for the hours taught during the previous month. Payment is a condition for the student's registration. Invoices are available upon request and will be sent at the end of the month.

4. Cancellation and Rescheduling

The date of a course can be changed if the request is made at least **12 hours** in advance. The new time slot must be mutually agreed upon and fall within the same week.

If no agreement is reached on a new time slot within this period, the course remains set for its original date.

Any course canceled or rescheduled less than 12 hours before the scheduled time is fully charged.

In case of the provider's unavailability, the course will be rescheduled at no additional cost or refunded if no alternative time slot can be found.

5. Late Arrival and No-Show

Any late arrival by the student cannot be compensated by an extension of the course. The provider will wait a maximum of 15 minutes; if no student shows up after this time, the course will not be rescheduled, and no refund will be given. Any missed course by the student is considered an absence, and the full course fee will be due.

6. Force Majeure

The provider is not responsible in cases of force majeure, including but not limited to fire, flooding, interruption of energy or internet supply, as well as total or partial strikes of any kind hindering the proper functioning of the company.

7. Liability

The instructor commits to providing quality courses tailored to the student's needs. However, she cannot be held responsible for the student's academic results or progress.

8. Withdrawal

In accordance with Belgian law, the client has a period of 14 days from the payment date to exercise their right of withdrawal, without the need to provide reasons or pay penalties. Exception: If a course has been conducted before the end of the withdrawal period, it is considered consumed and cannot be refunded. To exercise the right of withdrawal, the client must send a written request by email.

9. Confidentiality

Personal data provided by either party is protected by applicable data protection laws and regulations, particularly Regulation (EU) 2016/679 on the protection of individuals concerning the processing of personal data and the free movement of such data (General Data Protection Regulation). This data will be used for the performance of the contract. Each party agrees to handle any personal data/documents belonging to the other party in compliance with applicable laws and regulations. The personal information of students is collected solely for the administrative management of the courses and is never shared with third parties.

10. Disputes

In case of a dispute, an amicable solution will be preferred. If no agreement is reached, the matter will be brought before the competent courts.

These GTC are governed by Belgian law.