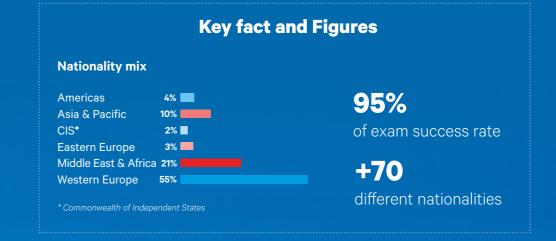
# **Berlin**

# An avant-garde capital

Learn German in Berlin and discover a capital city with a unique soul: a place where audacious architecture, cutting-edge cultural events and prodigious parties await! Berlin with its numerous parks, forests and lakes exuberantly juxtaposes avantgarde glass-panelled skyscrapers and historical buildings with large green areas that account for around a third of the city, providing plenty of perfect places to enjoy some fresh air.

Berlin's true richness resides in its cultural diversity. Where the cogs of the east and west once sparked together, the unified machine is now running like clockwork, but the creative flames lit by those sparks are burning brighter than ever.

With its unrivalled cultural dynamism, the German capital has become Europe's hippest city. Home to more than 165 museums, 300 art galleries and 150 theatres, Berlin is a kaleidoscope of artistic activity, bursting with creativity and welcoming the most diverse trends. The city centre is filled with famous historical sites, including the remains of the wall that split Berlin in two for 28 years, the Reichstag with its translucent dome, the Brandenburg Gate and Checkpoint Charlie. If shopping is more your thing, take advantage of numerous shops on Ku'damm or Friedrichstrasse. And the cherry on the cake? The city is one of the most affordable in Europe!





# **Berlin**



#### An avant-garde capital

In the Schöneberg district, a stone's throw from the main attractions of the capital, our language school offers students a unique opportunity to attend German classes in one of the most beautiful areas of the city.

Many cafés, bars and restaurants can be found along the lively streets of this central district, easily reachable by public transport. From the metro station or the bus stop, you will be two minutes away from the spacious and welcoming premises of our course centre.

Along with its large and bright classrooms, equipped with first-class learning facilities, the school has a conference room, an internet café as well as a spacious lounge, where students can meet up during the breaks and buy refreshments.





fal.cn/alpadiaberlin



@alpadia\_language\_schools

# **Key facts**



#### O Address

Hauptstraße 23/24, 10827 Berlin, Germany

In group / Private Exam preparation Goethe-Zertifikat TELC Deutsch / TestDaF Academic and Career Pathway programmes

Work experience programme

Internship programme

Volunteer programme

## Accommodation

Host family	from age 16
Student apartment	from age 18
Self-catering homestay	from age 18
Residence & hotel	from age 18

#### one-way price in € / EUR

<b>%</b>	Berlin Brandenburg BER (30 min.)	from 9
Lo	Berlin Train station (30 min.)	from 8

#### **Activities in Berlin**

During your German course at Alpadia Berlin, let yourself be carried away by the hustle and bustle of this vibrant capital steeped in history. A cosmopolitan city par excellence, Berlin will delight you with its diversity, audacity and extravagance.

Every week, the school offers its students a wide range of activities and excursions in order to discover this multifaceted city, including museum visits, exhibitions, guided city tours, Biergarten evenings, open-air cinema viewings at the Kreuzberg or Stammtisch in Schöneberg restaurants. Sports fans will be able to take part in cycling trips to the Wannsee and explore the "country" side of Berlin. At the end of the week, you will enjoy excursions to Dresden and its Zwinger, or Potsdam.

During your stay, explore the capital as you go along. Fans of architecture will be bewitched by this surprising mix of modern buildings and historical monuments while history buffs will revel in visiting the city's countless museums. As for art lovers, they will be spoilt for choice in this cultural hotspot. Then, enjoy some peace and quiet in Berlin's many parks and green areas: ideal to chill out or practise sport, they give the city an exceptional quality of life.

For aficionados, Berlin's nightlife is a reference in Europe. Mixing genres and atmospheres, the capital is packed with bars, restaurants and nightclubs.

#### **B2** Guarantee

Exclusively at Alpadia Berlin, we can guarantee your progression to a B2 level if you respect the personal learning path defined for you. If you have not obtained your B2 level after your agreed course duration, we will provide up to 4 weeks of free group lessons. Contact us for more information.







# Fees in € / EURO

#### Start dates

Elementary to advanced levels, A1 > C1: Course starts every Monday

Start dates for absolute beginners, minimum 2 weeks booking:

03.01 / 31.01 / 28.02 / 28.03 / 02.05 / 30.05 / 27.06 / 11.07 / 01.08 / 29.08 / 26.09 / 24.10 / 21.11.2022 Bank holidays, lessons are not substituted (school closed):

20.12 - 31.12.2021 / 08.03.2022 / 15.04 / 18.04 / 26.05 / 06.06 / 03.10 / 26.12 - 06.01.2023

#### **Group courses (German lessons)**

Lessons per week – lpw	STANDARD 20 lpw	INTENSIVE 25 lpw	PREMIUM 30 lpw	COMBI 5 20+5 lpw	COMBI 10 20+10 lpw		
1 week	170	215	285	445	720		
2-3 weeks	165	210	270	440	715		
4-7 weeks	160	190	260	435	710		
8-11 weeks	155	185	250	430	705		
12 weeks*	1'680	2'100	2'880	4'980	8'280		
13-23 weeks	140	175	240	415	690		
24 weeks*	3'000	3'960	5'520	9'600	16'200		
25-35 weeks	125	165	230	400	675		
36 weeks*	4'140	5'760	8'100	14'040	23'940		
37+ weeks	115	160	225	390	665		
*Total price / High coscon cumplement applicable on all foce							

Private courses & online lessons Lesson fees 1 lesson = 45 minutes 1-4 lessons 55 5-9 lessons 55 10+ lessons 55

#### Exam preparation course for GOETHE B2 & C1 & TELC B1, B2 & C1, TestDaF

Lessons per week / lpw 30 lpw

Available 4-5 wks prior to the exam dates Exam fees not included.

Exam - GOETHE ZERTIFIKAT Organised at the regional examination centre

Exam - TELC Deutsch & TestDaF Organised at Alpadia Berlin Levels, fees & dates: see www.alpadia.com

#### Academic pathway programme

Entry level is determined by Alpadia online test when you enrol

1. Pre-evaluation process

3. Universi	ty placement	450	
Language level	Duration	U20	U25
A1 Beginner	46 weeks	5'830	7'720
A2 Elementary	38 weeks	5'250	6'610
B1 Intermediate	30 weeks	4'250	5'290
B2 Upper Intermediate	22 weeks	3'520	4'150
C1 Advanced	12 weeks	2'240	2'480
Studienkolleg preparation	n course		Start dates
Introductory module	4 weeks	890	11.04./13.06./17.10.2022
Top up module	4 weeks	890	09.05./11.07./14.11.2022

\*Mandatory for students who require a Study Applicant Visa

#### German language + work experience/internship

Requirements: Level B2 / From 18 years old / Maximum duration 3 month Course (as listed above) + € 550 placement fee

#### German language + volunteering

Requirements: Level B1 / From 18 years old / Duration; from 1 week to 6 months

## Accommodation Weekly fees

From Sunday to Saturday

	Host family			Student a	partment	Residence		atering tay WG	
Duration	B&B Single	HB Single	B&B Double*	HB Double*	no meals Single	no meals <b>Double*</b>	no meals Single	no meals Single	no meals <b>Double*</b>
1 week	250	300	200	260	370	290	370	200	155
2-3 weeks	210	265	170	225	295	255	295	180	150
4-7 weeks	195	250	165	210	285	245	275	170	145
B+ weeks	185	240	160	200	275	225	250	160	140

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate; high season pplement does not apply to the extra night

only available for 2 participants booking this option together, fee per participant

#### Additional information

Included in the price: Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes.

**High season supplement:** € 30 per week on course and accommodation fees for stays from Sunday 19th June until Saturday 20th August 2022 Pathway programme applicants are exempt from the high season supplement on course and

Additional Fees: Application fee: € 75, Courier fee: € 80, Weekly accident/health insurance fee: € 12-18, Fast Track CLA (3 weeks): € 220, Documents notarisation: € 30 per copy, Homestay address registration € 55, Key handover fee for early/late arrivals: € 25.



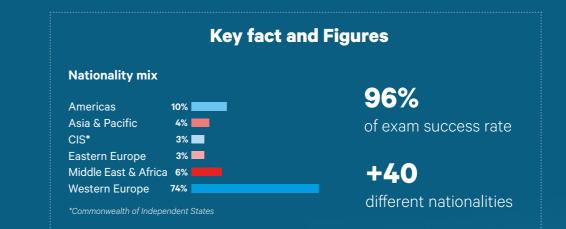
# Freiburg The capital of the Black Forest

Located in the state of Baden-Württemberg, where Germany meets Switzerland and France, Freiburg is a multicultural city with a southern charm. Residents have a long-standing commitment to sustainable development, always favouring walking and cycling to get around the picturesque alleys and lanes of the town centre. Modern and audacious, the whole city supports innovative ideas and its location as the economic heart of a dynamic region only reinforces this open-mindedness.

Hailed as the capital of the Black Forest, the town opens onto glorious mountainous whirl of music and cultural events!

landscapes and lush countryside along the Baden wine trail. Certainly on account of its attachment to these exceptional natural surroundings, Freiburg has become one of the greenest cities in Europe and a pioneer in solar energy and sustainable architecture.

Learn German in Freiburg and let this attractive university town, considered the warmest in Germany, enliven your senses. Stroll about the pedestrian streets of its historical town centre, treat yourself to delicious Kaffee & Kuchen on the terrace of a local café and get carried away by a







# **Freiburg**



# The capital of the Black Forest

Founded in 1972, our language school in Freiburg is established in an elegant neoclassical house located in the town centre. Here, you will find a stimulating, multicultural environment, conducive to learning German rapidly.

The course center has comfortable classrooms, a cafeteria as well as a spacious terrace and wonderful garden.

After your German classes, set off to discover the city. From the school, you will be close to the university, the numerous shops of the historical centre and its beautiful Gothic cathedral.

#### Accreditations & certifications



#### \_

- fal.cn/alpadiafreiburg
- (f) @alpadialanguageschools
- @alpadia\_language\_schools

# Key facts

	School	
	Minimum age	16
	Students/class	8-14
	Year of foundation	1972
<u>•</u>	Address	
	Werthmannstrasse 18, 79098 Freib Germany	ourg,
	Courses	
	In group / Private	
	Exam preparation T	ELC Deutsch
	Academic and Career Pathway pro	grammes
	Work experience programme	······································
	Internship programme	
	Volunteer programme	
	Accommodation	
	Host family	from age 16
	Residence	from age 18
	Student apartment	from age 18
	Hotel	from age 18
$\leftrightarrows$	Transfer one-way pri	ce in € / EUR
5/	EuroAirport Basel EAP/BSL (55 mi	<b>n)</b> from 85
5/4	Zurich Airport ZRH (2h)	from 140
<b>%</b>	Frankfurt Airport FRA (2h)	from 175
L	Freiburg Train Station	from 30

## **Activities in Freiburg**

Your language study trip to Germany will be an opportunity to explore the youthful and dynamic university city of Freiburg. Discover the charms of its historical centre, with its welcoming cafés and restaurants and colourful, bustling marketplaces. Its little squares are as numerous as beautiful and play host to many events and festivals throughout the year. The atmosphere is relaxed and invites you to idle away in the heart of Freiburg and meet its cheerful residents.

The school organises a weekly activities programme, which will offer you the chance to explore the city by bike, watch films together with the other international students and take part in Stammtisch, bringing together teachers and students for fun, friendly evenings as well as conversations in German! Take advantage of the excursions offered and visit Zurich or Strasbourg, Freiburg's neighbours in nearby Switzerland and France.

Freiburg gets even livelier at the weekend. Its plentiful college students take control of the city, creating a party ambience in its bars and parks. In this fun atmosphere and the glorious surroundings you will enjoy your stay in Freiburg to the full!







#### Fees in € / EURO

#### Start dates

Elementary to advanced levels, A1 > C1: Course starts every Monday

Start dates for absolute beginners, minimum 2 weeks booking:

10.01 / 14.02 / 14.03 / 19.04 / 16.05 / 13.06 / 18.07 / 15.08 / 12.09 / 10.10 / 07.11 / 05.12.2022

Bank holidays, lessons are not substituted (school closed):

20.12- 31.12.2021 / 06.01.2022 / 15.04 / 18.04 / 26.05 / 06.06 / 16.06 / 03.10 / 01.11 / 26.12 - 06.01.2023

#### Group courses (German lessons)

Lessons per week – lpw	STANDARD 20 lpw	INTENSIVE 25 lpw	PREMIUM 30 lpw	COMBI 5 20+5 lpw	COMBI 10 20+10 lpw
1 week	170	215	285	445	720
2-3 weeks	165	210	270	440	715
4-7 weeks	160	190	260	435	710
8-11 weeks	155	185	250	430	705
12 weeks*	1'680	2'100	2'880	4'980	8'280
13-23 weeks	140	175	240	415	690
24 weeks*	3'000	3'960	5'520	9'600	16'200
25-35 weeks	125	165	230	400	675
36 weeks*	4'140	5'760	8'100	1'4040	23'940
37+ weeks	115	160	225	390	665

**Private courses & Online lessons** Lesson fees 1-4 lessons 55 5-9 lessons 55

1 lesson = 45 minutes 10+ lessons 55

# Exam preparation course for TELC B1, B2 & C1

0		0
Lessons	per week / lpw	30 lpw
4 weeks		1'160

IMPORTANT INFO

Available 4 weeks prior to the exam dates
 Exam fees not included.

#### Exam – TELC Deutsch Organised at Alpadia Freiburg Levels, fees & dates: see www.alpadia.com

#### Academic pathway programme

Entry: Entry level is determined by Alpadia online test when you enrol

1. Pre-evaluation process free 2. Application process\* 75 3. University placement 45

Language level	Duration	U20	U25
A1 Beginner	46 weeks	5'830	7'720
A2 Elementary	38 weeks	5'250	6'610
B1 Pre-intermediate	30 weeks	4'250	5'290
B2 Upper Intermediate	22 weeks	3'520	4'150
C1 Advanced	12 weeks	2'240	2'480

\*Mandatory for students who require a Study Applicant Visa

#### German language + work experience/internship

Price: Course (as listed above) + € 550 placement fee

#### German language + volunteering

Requirements: Level B1 / From 18 years old / Duration: from 1 week to 6 months

Price: Course (as listed above) + € 75 placement fee

#### Accommodation Weekly fees

From Sunday to Saturday

	Host family			Student a	Residence		
Duration	B&B Single	HB Single	B&B <b>Double</b>	HB <b>Double</b>	no meals <b>Single</b>	no meals <b>Double</b>	no meals <b>Single</b>
1 week	255	305	205	265	370	290	370
2-3 weeks	215	270	175	230	295	255	295
4-7 weeks	200	255	170	225	275	245	275
8+ weeks	190	245	165	215	250	225	250

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate; high season supplement does not apply to the extra night.

#### Additional information

Included in the price: Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes.

High season supplement: € 30 per week on course and accommodation fees For stays from Sunday 19th June until Saturday 20th August 2022

Pathway programme applicants are exempt from the high season supplement on course and accommodation fees

Additional Fees: Application fee: € 75, Courier fee: € 80, Weekly accident/health insurance fee: € 12-18, Documents notarisation: € 30 per copy, Homestay address registration: € 55, Key handover fee for early/late arrivals: € 25.





Our transfers are shared transfers with no more than 45 minutes waiting time.

The price for 2 or 3 persons is only available for students booking together and with the same address.

ADULT SCHOOL	ONE WAY PRICE PER PERSON	1 PERSON	2 PERSONS	3 PERSONS
MONTREUX	Geneva GVA / Geneva Train station*	CHF 190	CHF 120	CHF 80
	Zürich ZRH / Rurich Train station*	CHF 650	CHF 450	CHF 320
LVON	X Lyon - LYS	€ 115	€ 84	€ 72
LYON	Lyon Train station*	€ 50	€ 25	€ 17
DED. 111	Berlin Brandenburg BER	€ 95	€ 65	€ 55
BERLIN	Berlin Train station*	€ 80	€ 50	€ 45
	₹ EuroAirport Bâle/Mulhouse EAP/BSL/MUL	€ 95	€ 85	€80
EDEIDUDG	₹ Zürich ZRH	€ 170	€ 165	€ 160
FREIBURG	Frankfurt FRA	€ 225	€ 220	€ 215
	Freiburg Train station*	€30	€ 15	€10

 $<sup>^{\</sup>ast}$  For 3 students or more, please inform us of the amount of luggages.

# **Accommodation Cleaning Fee & Deposit Payments**

CLEANING FEE is invoiced at the time of booking per person; the cleaning fee is non-refundable.

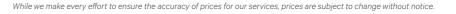
#### **DEPOSIT FEE**

Homestay: ALPADIA doesn't require a deposit fee for homestay accommodation, however on occasion some families may ask for it directly to the student.

Apartments / Residences / Studio: due in cash per person on arrival at the school on DAY 1; the deposit payment is fully refundable (assuming no damages were caused) within 21 business-days after the student's departure; refundable by bank wire transfer.

KEY HANDOVER FEE Check-ins are on Sundays between 10AM and 6PM. Arrivals outside this timeframe are subject to an early/late arrival fee.

ADULT SCHOOL	ACCOMMODATION OPTIONS	MINIMUM AGE	CLEANING FEE	DEPOSIT FEE	KEY HANDOVER FEE
	Homestay	16+	CHF 0	CHF 50	-
MONTREUX	Student Apartments Les Alpes & Riviera Studio du Lac	18+	CHF 50	CHF 200	-
	Student Residence Aigle	16+	CHF 50	CHF 200	-
	Homestay	16+	€0	€ 50	-
	Hotel Residence** Saxe Gambetta & St. Nicolas Hotel Residence*** Odalys	18+	€0	€ 150	-
LYON	Student Apartment Tempo & Villeurbanne	18+	€ 40	€ 150	-
	Student Residence La Guillotiere	18+	€70	€ 450	€ 25
	Student Residence Tempo	18+	€ 70	€ 450	-
	Homestay	16+	€0	€ 50	-
BERLIN	Student Apartment Akazienstrasse & Student Residence David Friedlander Haus	18+	€ 40	€ 150	€ 25
	WG Self-Catering Homestay Shared Apartment	18+	€0	€ 50	-
	Homestay	16+	€0	€ 50	-
FREIBURG	Student Apartment Erwinstrasse, Kronenstrasse & Laimacker	18+	€ 40	€ 150	-
	Student Residence Franz Rosenzweig Haus	18+	€ 40	€ 150	€ 25



# 3



#### 1. Registration and confirmation

All bookings received by Alpadia S.A. ("Alpadia") by post, e-mail or telephone and online registrations will be deemed to be valid. By signing and returning the application form the participant is agreeing to enter into a binding contract with Alpadia. Confirmation of the booking will be made within a maximum of 5 working days following receipt of a valid booking (if the course booked is available). Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the participant and Alpadia subject to the participant meeting all applicable immigration requirements. Where the registered person is an adult, that person will become a contract partner of Alpadia. Where the registered person is not an adult, their parent/quardian will become the contract partner of Alpadia. In that event, the parent/quardian must sign the contract and give their correct address and contact details. The person who is contractually registered to a language course will become a "participant", designated as such below. The person who signs the contract (either the participant themselves or, where the person is a minor, their parent/guardian) will be identified as a "contract partner", designated as such below.

#### 2. Information provided at the time of registration

The contract partner expressly declares that the information provided at the time of registration for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if an "absolute beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "absolute beginners"). In that event, the costs of the course will not be refundable, either in whole or in part. At the time of enrolment, participants are required to take a compulsory language test online after confirming their booking. Alpadia reserves the right to refuse the booking if the participant fails to take the compulsory language test. Alpadia cannot guarantee that a participant will be placed in a class at their appropriate aptitude level if the participant does not take the online placement test.

#### 3. Application fees

Alpadia will charge the following Application Fee for each booking: CHF 110 (for bookings in Switzerland) or  $\odot$  75 (for bookings in France and Germany). This fee is non-refundable. In the event of late registration (being two weeks or less before the commencement date of the relevant language course), participants will be charged an extra fee of CHF 40 (for bookings in Switzerland) or €35 (for bookings in France and Germany) for express processing of their booking.

#### 4. Changes to course

Any changes required by a participant must be requested with the relevant period of notice set out below: Minimum notice for changes before course commencement (no charge)

France and Germany	4 weeks' notice	
Switzerland	4 weeks' notice	
Face for changes post course commencement. For change of		

school location, course dates, accommodation or course type

Region	Fee
France and Germany	€70
Switzerland	CHF 80

Alpadia is not obliged to fulfil any change request. If changing to a location (or changing course) where fees are lower prior to the course start date, the difference in fees will be refunded. If the change occurs after the course commencement date, there will be no refund of the difference. If changing to a more expensive location or course the difference in fees will be charged. All changes are subject to Alpadia's discretion and require approval of the Customer Care team. Participants will not be charged a change fee if they extend their course, but late homestay extensions may require a re-placement fee.

#### 5. Conditions of payment

Fees will become payable immediately on receipt by the participant/contract partner of their confirmation of booking as

- the Application Fee of CHF 110 (for bookings in Switzerland) or € 75 (for bookings in France and Germany) (which is additional to the cost of the language course); and
- payment of the premium for the cancellation insurance and/or the health insurance (where such policies have been taken out by the participant).

The balance of the total fees for the course, accommodation and any extra activities must be paid at least four weeks prior to the commencement date of the language course. Neither the course  $% \left( 1\right) =\left( 1\right) \left( 1\right)$ nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details provided by Alpadia upon confirmation of registration.

In the event of a booking made within 2 weeks of the commencement date of the language course, the contract partner acknowledges that the full amount is due at registration

Payment of fees can be made online by credit card (Visa and MasterCard only) through SaferPay or by bank transfer. Details of how to pay will be provided at the time of booking.

#### 6. Payment period

In the event that the payment periods specified by Alpadia in the confirmation are not complied with, the contract partner will be held liable. In such circumstances, Alpadia reserves the right to refuse the participant entry to the course. No claims will he accented by Alpadia that arise from the contract partner's failure to comply with the payment periods communicated to the contract partner.

#### 7. Proof of payment

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the mmodation will be refused. In the case of late registration, Alpadia will ask for proof before sending the pre-arrival documentation

#### 8. Cancellation - standard policy

This Standard Cancellation Policy shall apply except where varied

Cancellation Notice	Charges & Refunds
Written cancellation notice provided 14 days or more before the arrival date listed on the booking confirmation form	For Language Schools: You shall be refunded: 100% of the tuition and accommodation fee les the amounts set out below: (a) Application Fee (CHF 110 (for bookings in Switzerland) or € 75 (for bookings in France an Germany)) (b) Any non-refundable Insurance Fee (c) Administration Fee (CHF 150 or € 100) (d) Courier Fee (CHF 110 or € 80) (e) Bank Charges (CHF 50 or € 40) (f) Transfer Fees
	For University Pathway Programs (UPP): You shall be refunded: 100% of the tuition and accommodation fee les the amounts set out below: (a) Application Fee (CHF/€ 750) (b) University Placement Fee (CHF/€ 450) (c) Any non-refundable Insurance Fee (d) Administration Fee (CHF 150 or € 100) (e) Courier Fee (CHF 110 or € 80) (f) Bank Charges (CHF 50 or € 40) (g) Transfer Fees
Written cancellation notice provided less than 14 days before	For Language Schools: You shall be refunded: Tuition and accommodation fees less the amounts set out below: (a) Tuition fee deduction CHF 175 (for booking in Switzerland) or € 150 (for bookings in France

#### days before the arrival date listed on the booking confirmation form includin

failure to show un

(b) 1 week's accommodation fee

d) Any non-refundable Insurance Fees e) Administration Fee (CHF 150 or € 100)

(f) Courier Fee (CHF 110 or € 80) (g) Bank Charges (CHF 50 or € 40) h) Transfer Fee

ind Germany))

For University Pathway Programs (UPP): ou shall be refunded:

100% of the tuition and accommodation fee The following items shall not be refundable: (a) Application Fee (CHF/€ 750) University Placement Fee (CHF/€ 450) (c) Any non-refundable Insurance Fee

) Application Fee (CHF 110 (for bookings in

vitzerland) or € 75 (for bookings in France and

(d) Administration Fee (CHF 150 or € 100) (e) Courier Fee (CHF 110 or € 80) (f) Bank Charges (CHF 50 or € 40)(g) Transfer Fees

On written notification of a visa rejectio

and receipt

For Language Schools: rent that a participant is refused a visa and a copy of the original refusal document ssued by the Swiss/German/French Embassy

as applicable) is supplied, Alpadia undertakes reimburse the whole amount paid, less: (a) the Administration Fee of CHF 150 (for xookings in Switzerland) or € 100 (for bookings in France and Germany); (b) the Bank Charges of CHF 50 (for bookings in Switzerland) or € 40 (for bookings in France

and Germany); and (c) the Courier Fee of CHF 110 (for bookings in Switzerland) or € 80 (for bookings in France and

For University Pathway Programs (UPP): In the event that a participant is refused a visa and a copy of the original refusal document ssued by the Swiss/German/French Embassy (as applicable) is supplied, Alpadia undertakes reimburse the whole amount paid, less: (a) Application Fee (CHF/€ 750)

The amounts to be paid by the contract partner on cancellation must be received no later than 10 days following receipt of the

All refunds must be paid to the original payer's bank account or

credit card and cannot be made to any other person.

#### 9. Cancellation - Distance Selling Regulations

'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013 (as amended from time to time).

In the event of a Distance Contract, participants who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the participant/contract partner gives notice of cancellation to Alpadia within the fourteen (14) calendar day period beginning on the day on which the booking confirmation was issued by Alpadia.

- If a participant exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the participant less any fees charged for services already performed by Alpadia.
- . If the participant has already commenced studying with Alpadia during the fourteen (14) day period, they must pay a reasonable charge calculated by Alpadia for the period of
- . To exercise the right to cancel under the EU distance contract terms, the participant must inform Alpadia of the participant's decision to cancel this agreement by email to:

#### 10. Cancellation insurance

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers. Under no circumstances will a cancellation insurance policy render Alpadia liable for non-reimbursement of a course, Alpadia offers cancellation insurance for certain courses, details are available on request.

'Termination' means stopping or leaving all or part of the course or courses booked, or reduction in weekly lessons, including extensions, once the first course has started.

When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is

In all cases additional service charges (e.g. airport transfers, courier fees, application fees, medical insurance, program supplement fee, etc.) are non-refundable and written notification of termination must be given to the Customer Care team. Students who terminate their program may not be eligible to receive an Alpadia certificate and will not be allowed to stay in Alpadia accommodation.

Students wishing to terminate must give 4 weeks' written notice to the Student Support Manager. No refunds will be made for tuition Tuition fees are non-transferable to other students

In order to terminate their accommodation contract, students must give at least 4 weeks' notice in writing to the Student Support Service. The student acknowledges that some hostels and apartments require more notice and may charge a higher cancellation fee - where this is the case it will be notified to the

A refund will be made of the unused accommodation fee less the applicable notice period of 4 weeks and the applicable change fee. Refunds will be calculated based on the total accommodation weeks booked, including periods of extension. Used weeks of counted accommodation packages will be charged at the full brochure weekly rate when any refund is calculated

Some residential options may have additional terms and conditions relating to reservation cancellation, including minimum notice period; these will be included in any refund calculation.

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person.

#### 12. Passports and visas

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in Switzerland/ Germany/France (as applicable). Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France given to a participant. Information relating to the regulations governing security, health and obtaining a visa can be obtained from the Swiss/German/ French Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay n Switzerland/Germany/France as a result of their own fault or conduct. Alpadia will provide a letter of invitation to the participant to assist with the visa application following receipt of all the costs of the language course from the participant/contract partner

### 13. Accident/health insurance

Every participant will be solely responsible for obtaining accident and health insurance cover valid for the country in which they intend to stay for the whole duration of their stay. This insurance is mandatory during a participant's study at Alpadia and can be purchased through Alpadia or other insurance providers. In the event that any participant does not have such cover at the time of registration, an appropriate insurance policy covering these risks can be purchased from Alpadia if requested.

**Terms & conditions** 

#### 14. Damage caused by participants / civil liability

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, the participant and/or contract partner shall remain liable for any losses, expenses and claims suffered or incurred by Alpadia, its commercial partners and any other third party caused by the conduct of the participant unless such losses, expenses or claims are attributable to any act or omission

#### 15. Obligations of participants

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's behaviour will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behaviour in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred caused by a participant's expulsion.

#### 16. Accommodation: Arrivals and departures

All accommodation is booked from the Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in times and check-out times are included on the fact sheet for your chosen accommodation unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in your booking confirmation. Students arriving between 22:30 - 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation. Students wishing to book an extra night on arrival (for Saturday arrivals) and/ or on departure (for Sunday departures) can do so at a rate that is 25% of the weekly accommodation rate for their chosen

#### 17. Duration of lessons

All language lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Alpadia cannot quarantee a specific timetable

#### 18. Substitution policy

If after taking the online placement test, a participant is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the participant in an appropriate level class, which may have fewer lessons and a different curriculum. Participants who do not have the ability to follow any course on offer may be required to terminate their studies with Alpadia. We also reserve the right to cancel courses at short notice due to insufficient demand.

Alpadia has the right to change accommodation options, course dates, course curricula, instructors, locations and courses at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

#### 20. Prices

Alpadia may change prices due to tax increases, governmental actions or any other event or circumstance beyond Alpadia's reasonable control or circumstances that may affect the operations of the business. Prices are valid for courses starting in 2022.

#### 21. Learning materials

All learning materials will be made available to participants during their course and are included in the tuition fee.

In order to avoid disturbing the class, any participant who arrives

#### 22. Late arrival

more than 15 minutes late should wait for the break before joining the class. 23. Meals and classes missed

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

#### 24. Inconsistent attendance

Any participant who does not attend all of the classes which make up the language course will not be entitled to any reimbursement for missed classes. Participants will not be entitled to receive their

certificate for completing the course unless they attend at least 80% of the classes

#### 25. Complaints

We work hard to ensure that you receive the level of service that you require. However, there may be times when you are not completely happy with the level of service that you receive. All of the staff at Alpadia are available for you to talk to if you have any concerns and we promise to respond to your questions within 24 hours. If you are unhappy or dissatisfied with the service we provide, please follow the steps listed below in order to seek a solution to the problem.

Teaching: If you have concerns or worries about your class or learning please talk to your teacher first. After talking to your teacher, if you are still unhappy, please speak to the Director of

Accommodation: If you have concerns regarding the accommodation service we provide then please talk to the Student Support Manager.

Administration: If you are unhappy with the way your course has been administered e.g. payments, dates, then please speak to the Customer Care Manager.

#### Step Two

If you are not happy with the answer provided by these staff members, then please raise your concerns with the Centre Manager. Final Step

to raise your complaint with the professional organisation that

#### If you are still not satisfied with our responses, then you may wish

29/30 Fitzroy Square, London, W1T 6LQ.

United Kingdom

#### 26. Changes affecting prices, dates or services

accredits the school. The contact details are below.

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet, brochure or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant. Alpadia may change its programme of services, provided that the changes are minor, unavoidable and do not in any way adversely impact the teaching services to be provided to the participant. In the event that the "key" services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights set out in this clause.

## 27. Minimum number of participants

In the event that it is not possible to achieve the minimum number of participants required for a language course (6 persons for a group course). Alpadia will notify the participant and contract partner at least one week prior to the commencement date of the course. If Alpadia is unable to provide an alternative course, Alpadia will undertake to reimburse all fees paid to date by the participant/contract partner. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition and adapt the number of lessons accordingly. The number of hours of private tuition will depend on the amount paid by the participant and the number

#### 28. Activities

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation. Alpadia reserves the right to cancel one or more of the scheduled activities available at each school. In that event, Alpadia undertakes to substitute the cancelled activities with a suitable alternative activity.

#### 29. Public holidays

The contract partner acknowledges that schools are generally closed on local public holidays, and acknowledges that this will not give rise to any claim for compensation against Alpadia for missed lessons or otherwise.

Alpadia shall not be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to: fire: natural disaster: acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind: pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Alpadia (each a "Force Majeure Event").

Where any course is cancelled by Alpadia as a result of a Force

Majeure Event, it is acknowledged that:

- Alpadia has the right to retain a pro-rated amount of any fees paid where services have been partially provided. Any fees retained will be proportionate to the services provided:
- Alpadia shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees or similar
- Alpadia shall have the right to provide a substitute course. to the cancelled course, including online and virtual alternatives; and
- · Any third party services procured by Alpadia on behalf of the participant, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Alpadia shall not be liable for such third party services or any act or omission of such third party.

#### 31. Liability

To the extent permitted by law, the liability of Alpadia, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Alpadia for the particular language course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia, Furthermore, Alpadia will not be responsible for the loss of any valuables, personal items, money, or other possessions unless such losses arise from the gross negligence of Alpadia.

#### 32. Safety and security

Alpadia is authorised to take all reasonable action as required to ensure the well-being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant, or their parent/guardian if they are a minor. A written release/authorisation signed by a participant's parent or guardian will be required for minors.

#### 33. Protection of personal data

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data. This can be found at: https://www.alpadia.com/en/privacy.htm.

#### 34. Promotional material

The participant (or where applicable, their parents or guardian) agrees that the participant's photographs, videos, artwork or other works as well as recorded or written testimonials and details of the participant's accomplishments may be used worldwide by Alpadia S.A., or by a third party agent of Alpadia S.A., for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notifications. Participants may be photographed and/or filmed during their language course with Alpadia S.A. and they agree to this material being used for Alpadia S.A. worldwide promotional purposes, both printed and online. The participant, or their parent or guardian, also agrees to give consent to Alpadia S.A. to store or transfer across international borders, copies of the participant's images, videos and testimonials solely for the promotional purposes outlined above. These terms and conditions will be deemed non-applicable only if the participant or their parent or quardian specifically withdraws their consent, in writing, at any time after registration.

#### 35. Applicable law and jurisdiction

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant and/or contract partner Jurisdiction will lie with the courts of Montreux, Switzerland.

#### 36. General

As a member of the Kaplan group of companies, Alpadia is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, Switzerland and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted