

# General terms and conditions

1. **Identity of the entrepreneur**  
We are English Education Group and represent Anglia NL, Optima and Jobtalk.
2. **You can reach us at**  
Phone : 0165-235230 (Mon-Fri 8:30-17:00)  
Email : [info@eeegr.eu](mailto:info@eeegr.eu)  
Visit : Markt 54c, Roosendaal  
Mail : Markt 54c, 4701 PH Roosendaal, Netherlands
3. **We are registered under**  
Chamber of Commerce number:  
56450109 VAT number: NL.8521.30.946.B01
4. **Applicability**
  - a. The below Terms of Use describe the terms and conditions that apply to your use and purchase of English Education Group's ("EEG") websites, mobile applications, software products and related services. By accessing, using or interacting with the site and/or services in any way, you agree to be bound by these terms.
5. **The offer**
  - a. The details of the products or services provided by EEG are discussed with the client throughout the communication up until the signing of the contract.
6. **The agreement**
  - a. The registration or ordering of EEG products or services is done through the phone, e-mail or online via our website.
  - b. The order confirmation process is done by notification or on the website.
  - c. EEG is to provide the client with the information and data pertaining to the product or service purchased.
7. **Right of withdrawal**
  - a. If for some reason the Client decides to cancel the order, he or she can do so within 14 days of receiving the receipt. A new order should be generated, or if chosen by the client a refund that should be finalised within ten business days.
  - b. If the client has purchased a course or training which EEG calls contact education, where presential training is required, the following cancellation policies apply:
    - i. Cancellation before the contact education has started is made in writing or digitally;
    - ii. In case of cancellation up to 14 days before the start of the contact education, you owe the administration costs;
    - iii. In case of cancellation between 14 and 7 days before the start of the contact education, you owe 50% of the agreed price administration costs;
    - iv. In case of cancellation less than 7 days before the start of the contact education, you owe 100% of the agreed price;
    - v. In case of cancellation/rescheduling of a one-on-one lesson within 24 hours before the start of the contact lesson or in the event of a no-show, you will owe 100% of the agreed lesson price.
8. **Price changes**
  - a. EEG should inform the client in advance, of any additional costs.
  - b. If a price change occurs within three months but before the start of the educational service, this will not affect the agreed price.
9. **Delivery**
  - a. Materials
    - i. EEG is to ensure that the course/training materials are available to the client on the starting date of the course/training.
    - ii. If for some reason the course/training material gets damaged, EEG is to ensure that these are replaced in a timely manner.

- b. Correction work
  - i. EEG is to inform the participants of the periods within which submitted assignments and tests will be corrected.
  - ii. We strive to settle the recovery of corrections within a reasonable period of time.
  
- 10. **Intellectual property rights**
  - a. All intellectual property rights to the training program, the training courses, the services and to all products, such as materials, readers, checklists, e-books, brochures, belong to English Education Group. Therefore these may not be reproduced or shared with third parties, whether or not for a fee.
  - b. The information and products provided are provided solely to be used by the participant for the purpose for which they have been provided.
  
- 11. **Payment**
  - a. When placing orders for products, EEG requests payment in advance, and will ensure to ship this upon receipt of the payment confirmation.
  - b. When purchasing the educational service, EEG asks for payment before the training starts. EEG also asks the client to pay the full amount no later than 7 working days before the day of the start of the educational service.
  
- 12. **Late payment**
  - a. An e-mail reminder should be sent to the client, in case the payment is not received within the timeframe above stated.
  - b. Failure to make the payment will result in the cancellation of the order.
  - c. Failure to make the payment for the educational service will result in the participants being barred from participating in the course/training, without the agreed payment obligations being cancelled. Please refer to article 7b for cancellation policy.
  
- 13. **Complaints procedure**
  - a. If you have a complaint, please let us know via [info@eegr.eu](mailto:info@eegr.eu). We will do everything we can to resolve your complaint. We will insure it is addressed in a timely manner.
  - b. Describe the situation as clearly as possible, so that we can best assist you.
  - c. We should get in touch with you within 10 days at the latest. We'll help you immediately, or you'll hear how much time we need to resolve the situation.
  
- 14. **Disputes**
  - a. In the event of EEG not reaching an agreement with the client? The client reserves the right to submit the case to the Disputes Committee for Private Educational Institutions ([www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)) within 3 months <http://www.degeschillencommissie.nl/>.
  
- 15. **Liability**
  - a. If we fail imputably and you suffer damage, we are liable for damage that is not the result of injury, death or property damage, and this is limited to compensation for direct damage.
  
- 16. **Confidentiality**
  - a. The information you provide will be treated confidentially by us. We follow the applicable privacy legislation.
  
- 17. **Additional or different terms**
  - a. These were our terms and conditions. If for some reason these are changed in any way in the future, these changes should be visible on our website, under our terms of use and policies. In any case, we ensure that the changes are not detrimental.