



Your Dutch Friend Houserules

Hi dear student!

Me and my team are so happy to welcome you to the 'YourDutchFriend-community'! You're about to start or continue your learning Dutch journey and we are all super excited to be part of that.

In order to make sure that all the lessons will go as smooth as possible, I'd like to give you my house rules. Please read them! :)

Private lessons

- The contact about planning the lessons will be with your teacher (Femke, Kimber, Romy or with me, Charlotte).
- You can use email or WhatsApp to do so.
- After every class you plan a new meeting with your teacher ahead, so that both of you know when to see each other again. If you want you can ask your teacher to add you to our calendar, but in the end it will be your own responsibility to make note of the meeting.
- If you cancel within 24 hours before the class, I will charge the class (there are exceptions; accidents, sickness or losing a family member and then it will be discussed with me).
- The lessons are payed in packages of 10 lessons and it is not possible to get your money back.
- If the teacher has to cancel the class because of sickness, an accident or losing a family member and not able to teach she will reach out to you as soon as possible to reschedule the class.
- If the teacher has to cancel within 24 hours because of technical problems or other unexpected events she will offer you a free lesson after the 10th lesson of your package.
- If there is a problem with your teacher or the quality of the lessons, please send an email to charlotteschreurs@hotmail.nl so that I can handle the case and connect you to another teacher. Let me know in time, I want you to feel happy and I don't want you to feel uncomfortable in the class.

*** By paying the lesson package you accept all the points written above ***



Group lessons

- The lessons are payed in packages of 10 lessons and it is not possible to get your money back or move them to another group course.
- If you were not able to come to class because of sickness I can write a short summary of the class to you and give you some extra exercises if you'd like.
- I really aim to keep the group together during the entire course so that we can build a nice ambiance, trust, and maybe even friendships. If you sign up for a group I expect you to show up and finish it on this behalf (and of course for your own improvement!).
- If there is a problem within the group or with the quality of the lessons, please send an email to charlotteschreurs@hotmail.nl so that I can handle the case and see what I can do for you. Let me know in time, I want you to feel happy and I don't want you to feel uncomfortable in the class.
- At the end of the course there's an 'Emergency Day' planned. This date is planned in case that the teacher of the group is not able to teach because of sickness or technical problems. If this happens we always try first if there is another teacher from my team who can cover the lesson. If this is also not possible we use the 'Emergency Day' to move that lesson to. Please note that this is only if the teacher is not able to teach! If you are not able to attend a class then it's not possible to use the 'Emergency Day' to get another class.

*** By paying the course you accept all the points written above ***

Alright, now it's time to start enjoying learning Dutch with YourDutchFriend(s)!

Veel plezier en succes!

Liefs,
Charlotte