



GENERAL TERMS AND CONDITIONS

1. Participation and Registration

- Participation in our courses is open to everybody aged 18 or older. Younger people may join our classes with agreement of their legal responsible or their parents.
- You may book by email and within a week at the latest you will receive a contact from us.

2. Beginning, Duration and Organizational Amendments

- The beginning, duration, the location, and schedule of the courses are described in your booking confirmation. All the courses can be arranged tailor made. We recommend intensive courses for a minimum period of two weeks and extensive courses for a minimum of 12 weeks. All students or their parents must have an interview before the course arrangement.
- In exceptional cases the location of the Portuguese training may be transferred within a reasonable distance and training staff may be replaced, in so far as it is of substantial interest for extraordinary circumstances. Participants will be informed of this immediately.
- There is no language training on official holidays. These classes will be rescheduled during the course.
- If the student does not attend the classes no course fees will be refunded. Under some urgent health matters classes will be rescheduled.
- For private lessons, in exceptional cases, it is possible to cancel a planned class at least 24 hours before it takes place and can be made up within the remaining course period.

3. Terms of payment

- Upon sending you your booking confirmation you will receive an invoice on services booked.
- The amount invoiced is falling due two weeks prior to the beginning date of the course. If bookings are made less than two weeks prior to the beginning date of the course, the amount invoiced is falling due immediately.
- For courses with duration of two months or more, payment in installments may be done.

- Payment obligation persists even if the classes are not attended or only attended in parts or if attendance is discontinued.
- For international payment, all bank charges incurred with payment of your course fees are for your account.

4. Change of Booking

- In exceptional cases, a change of reservation (e.g. a change of the beginning date of your course) is possible and is made in arrangement with Itapuí Comunicação.
- Your first change of reservation can be made free of costs, for every other change of reservation we charge a fee of R\$150,00.

5. Minimum Number of Participants, Non-implementation

- For implementation of our group courses, a minimum number of 3 participants is necessary.
- In case there are not enough registrations for a group course or implementation of the course is not possible for reasons beyond Itapuí Comunicação responsibility, the school is not obliged to run the course. For this case the school reserves the right to cancel the course or to decrease the number of lessons with the students' consent as follows.
 - 2 students in a group classes per week are reduced in 15%
 - 1 student per group classes per week are reduced in 33%
- You will be informed of non-implementation without delay and shall reimburse you for payments already made immediately.

6. Cancellation

- It is possible to cancel your contract up until two weeks prior to the beginning of the course, with no cost. After two weeks, up until a week prior to the beginning of the course you will be charged 25% of your total course fee. Missing less than a week to your start date, you will be charged 50% of your course fee.
- Cancellations have to be made in text form sent by e-mail.

7. Termination (after starting the course)

- For courses with a shorter duration of up to 4 weeks termination is not possible.
- For courses with duration of more than 4 weeks termination of the contract is possible to deadline of four weeks beyond the final date.
- This does not affect statutory cancellation rights in exceptional circumstances.
- Termination of the contract has to be made in text form sent by email.
- In case of a termination you will have to pay the course fees in relation to the course hours already taken place; in addition a flat reimbursement of expenses of 15% of the remaining course fees is to be paid.

- If you are responsible for the reason of terminating the contract, or if the termination was caused by behavior contrary to contract, you will have to pay the course fees in relation to the course hours already taken place plus damages caused by contract adjournment of 50% of the remaining course fees.

8. Liabilities

- Even though the school locations are all in secure places, Itapuí Comunicação is not responsible for possible losses, damages or injury of persons or property. We recommend that students effect liability, accident and health insurances.

9. Data protection

- You agree to have your data processed electronically.
- Personal data will only be collected and used for administrative requirements and will at no time be passed on to third parties.

10. Place and Court of Jurisdiction

- Place and Court of Jurisdiction is São Paulo, Brazil.
- Brazilian law applies.

Itapui Assessoria de Comunicação e Cursos Ltda.
CNPJ 026.750.625/0001-64