

Terms and Conditions

1. Introduction

Welcome to **Learn German Pro!**

We specialize in providing premium, interactive **German language courses, levels A1-C2 CEFR**, updated in 2024 and compliant with BAMF, certifying the language competencies of immigrants.

Our German language programs are tailored for adult learners, including immigrants, academics, and professionals at all levels.

We offer intensive, comprehensive German language learning programs ranging from "**Total German: Integrated Learning Experience**" for beginners to advanced levels, to "**German Exam Pro: Targeted Certification Mastery**", covering A1 to C2 CEFR levels. Our programs focus on all aspects of the language development, such as listening, reading, speaking, and writing. **Further info:** OUR COURSES on www.learngerman.pro

Designed to deliver maximum results within 3-4 months, our courses cater to a range of needs such as professional preparation for German certification exams, university entrance exams, cultural and professional integration, vocational training, and job applications.

Our curriculum is designed to ensure **confident communication in German-speaking professional environments**, such as negotiating contracts, collaborating on projects, participating in meetings, delivering presentations, creating professional portfolios, and conducting video conferencing calls with potential clients or employers, within the DACH region and beyond.

2. Acceptance of Terms

By enrolling in any course at Learn German Pro, you agree to comply with these terms and conditions. Your continued use of our services confirms your acceptance of these terms as updated or amended.

3. Course Enrolment and Access

Enrolment in our courses is initiated upon a **free consultation and immediately after payment** has been made for the entire course or month (see Payment Terms and Bonuses).

This registration process grants you **access to our learning platform** with chat, materials and assignments, also personalized study plans, individual training or lessons in a small group conducted online via MS Teams or in your office if corporate training/ on agreement.

4. Payment Terms and Bonuses

For our program "Total German: Integrated Learning Experience" for beginners to C1 CEFR levels" (10 courses) we provide several package options (Silver, Gold, and Platinum packages), with detailed pricing available. **Further info:** OUR COURSES on www.learn german.pro

For our 'German Exam Pro: Targeted Certification Mastery' program, covering A1 to C2 CEFR levels, we require a minimum payment for 20 hours of instruction. Subsequent adjustments can be made based on your availability and specific learning requirements. **Further info:** OUR COURSES on www.learn german.pro

Flexible payment options, including upfront payments and monthly instalments, are offered to accommodate various financial needs.

VIP Bonus Week: Available for students who make upfront payments for the entire course package, this week includes intensive preparation, individual/ group with guided self- study modules for A1-C2 certification exams. Huge saving for you! See our website.

Extra Bonus Week for skill refinement/revision is granted for all packages! See your savings on our website.

Students who enrol in **a subsequent course** at Learn German Pro and pay the entire course fee upfront will receive a **10% discount**. This discount applies only when the full payment is made at the time of enrolment.

5. Course Structure and Scheduling

Each student receives **a personalized smart study plan** tailored to their specific language proficiency, goals and learning styles. These plans might be adjustable over time to match the evolving needs of the student, ensuring that learning objectives are met efficiently.

Our courses are highly personalised for the specific sector/ requirements and typically extend over 3-4 months with options for intensive individual training 4- 6 hours a week with a personal instructor or within small groups, including guided self-study (homework assignments). Details of the course structure are tailored according to the package selected.

We understand that our students have diverse schedules and commitments. To accommodate this, we offer **flexible class timings** including weekday, morning, and evening sessions, except for Saturdays and Sundays.

While we provide this flexibility, **we strongly recommend adhering to a stable schedule based on the initial study plan provided**. Maintaining consistency in your learning schedule is crucial to securing the best results. This approach allows students to integrate their language learning more effectively into their daily lives and ensures steady progress throughout the course.

For students targeting specific certification exams, our curriculum includes dedicated sessions that **focus on exam techniques**, sample questions, common mistakes, and timed practice tests- **MOCK exams**. This preparation is crucial for students aiming to achieve certification at various CEFR levels.

Our courses emphasize **practical application** of the German language in real-world contexts. This includes role-playing scenarios such as business meetings, social interactions, and day-to-day communications, which are vital for students aiming to use German professionally or in everyday life.

Feedback is provided promptly, highlighting strengths and areas for improvement. This ongoing evaluation helps tailor the instructional approach and create bespoke assignments to maximize student success. To monitor progress and reinforce learning, **regular assessments** are conducted.

6. Cancellation and Refund Policy

At Learn German Pro, our priority is to maintain a consistent and uninterrupted learning experience for all students. Accordingly, we have established the following cancellation policy:

Illness: If you are unable to attend a scheduled lesson due to illness, please notify us **at least 24 hours in advance**. This allows us to manage our resources effectively and, where possible, arrange a make-up session within the same week.

Non-Illness Related Cancellations: Cancellations for reasons other than illness are generally not permitted to ensure the continuity of the learning process for all students.

No Refunds for Non-Illness Cancellations: We do not offer refunds for sessions missed for non-medical reasons. Students are encouraged to manage their schedules to avoid missing classes.

Rescheduling Limitations: If rescheduling within the same week is not possible, students are required to complete and submit any assigned homework for that lesson. This homework will be reviewed and assessed to ensure that the student does not fall behind, maintaining their progress in the course.

No risk for students: 90% money-back guarantee is offered if they are not satisfied after the first week of training.

7. Intellectual Property Rights

All content, including course materials and bespoke self-study modules provided by Learn German Pro, is the property of Learn German Pro and **is protected by copyright laws**.

8. User Conduct and Responsibilities

Participants are expected to always conduct themselves professionally and respectfully. They are required to adhere to the scheduled study plan, actively participate in courses, and complete homework assignments as part of Self-Study/ Bespoke Modules. Regular engagement in these activities is crucial for successful outcomes.

Failure to consistently follow this code of conduct, including missing more than **40% of classes** or failing to complete significant portions of the homework assignments, may result in suspension or expulsion from the course. In such cases, the achievement of desired results cannot be guaranteed.

9. Privacy Policy

Your personal information is collected and used in accordance with our Privacy Policy, which ensures compliance with GDPR. This information is used exclusively for providing and improving our services.

10. Learning Outcomes and Guarantees

We guarantee significant improvement in German language skills, including enhanced confidence in using German in professional settings, fluency at the targeted CEFR level, and proficiency in applying learned techniques and methods for specific professional scenarios and certification exams, provided that all course modules are completed and all collaborative engagements with instructors are met.

11. Technical Requirements

Students must have access to a reliable internet connection and compatible devices to access virtual classrooms and digital learning materials.

12. Support and Communication

Support is available through our emails and the learning platform, offering chat support outside of training hours and facilitating guided self-study and bespoke modules.

13. Modifications to Terms

Learn German Pro reserves the right to modify these terms at any time. Such changes will be effective immediately upon posting on the website, and by continuing to use our services, you accept these changes.

14. Dispute Resolution

Any disputes that arise under these terms will be resolved through negotiation or mediation, adhering to the laws of the jurisdiction in which Learn German Pro operates.

15. Accessibility and Non-discrimination

We commit to ensuring our courses are accessible to all, without discrimination based on race, gender, age, disability, or religious belief. We strive to create an inclusive, safe, and supportive learning environment for everyone.

16. Accommodation for Students with Learning Difficulties

At Learn German Pro, we provide an **inclusive educational environment**. Students with learning difficulties are encouraged to notify us in advance of their specific needs. Upon notification, our educational team will assess the necessary adjustments to our curriculum and teaching methods to better accommodate these students. We are committed to working collaboratively with each student to tailor our educational offerings, ensuring all students can succeed and achieve their learning objectives.

17. Partnerships

Learn German Pro actively seeks collaborations with professionals in software development, healthcare, hospitality, research, education, and marketing. These partnerships aim to develop or update our specialized German

language courses tailored to industry-specific needs. Benefits for partners include financial compensation, educational discounts, and opportunities for professional development. Interested parties are invited to discuss potential collaborations by contacting us at **Nataliya@learngerman.pro** or **info@learngerman.pro**

18. Force Majeure

Learn German Pro is not liable for delays or failures in performance resulting from acts beyond our control, including natural disasters, wars, or governmental action.

19. Contact Information

For any inquiries or further information regarding these terms or our courses, please contact us via our support email: **info@learngerman.pro**

Learn German Pro is dedicated to your language learning success.

We appreciate your adherence to these terms and look forward to a fruitful educational relationship.