

## **Terms and Conditions**

### **1. Visa Procedure**

Students are responsible for obtaining a visa if it is required for their country. A-viva will provide a letter of acceptance with accommodation arrangement and payment confirmation, once we receive the full payment from the students.

### **2. Health/Travel Insurance**

A-viva does not provide health/travel insurance. Students are responsible for their own insurance.

### **3. Work-Study**

Those who do not qualify for scholastic awards or financial aid may be eligible for part time work-study positions at A-viva. The positions are usually administrative or IT related. Compensation is in the form of tuition rebate or housing subsidy.

### **4. Job/Internship Placement**

We help qualified A-viva students and alumni find job/internship opportunities in Germany in the areas of finance, law, IT, marketing, tourism and education. Candidates must complete at least 3 months of language studies at A-viva and have good command of the language. Some positions are paid, others non-paid. The placement service is free of charge. A-viva does not guarantee placement results.

### **5. Secure Payments**

A-viva accepts payments by credit cards or PayPal. Payments are processed by PayPal, an independent, global financial institution. You do not need to have a PayPal account to use the payment service.

Please do not send any payment until you receive a registration confirmation from us. We will confirm with you within 24 hours after we receive your registration form. Once you receive the confirmation, please send a prepayment of €200. The remaining balance is due 1 month before the first day of the registered class, except in the case of last minute registration when full payment is due immediately following confirmation.

### **6. Cancellation Policy**

Cancellations must be made in writing. For cancellations received 30 calendar days prior to the first day of the registered class, A-viva refunds 100% of tuition and accommodation costs paid, less an administration fee of €100. For cancellations received less than 30 calendar days prior to the first day of the registered class, A-viva reserves the right to charge an administration fee of €100 plus a portion of total tuition and accommodation. No refund is possible for cancellations received 6 calendar days prior to the start of the registered class. If you wish to change your registration from one program to another, please do so in writing 30 calendar days prior to the first day of the registered class. After this point, A-viva has the discretion to charge an administration fee of €100 or treat it as a cancellation. Switching from one level to another level within the same program is free of charge.

### **7. Other**

Regular group classes consist of small groups of students, on average about 6 students and no more than 10 to 12 in each class. 1 lesson unit equals 45 minutes. In the case that a regular group class has less than 4 students, A-viva reserves the right to reduce the regular class hours by offering private or semi-private lessons to students, at no extra charge. Under unusual circumstances, A-viva reserves the right to change classes if necessary. Should A-viva cancel a class, an alternative class will be offered or a full refund will be paid to students.