

TERMS AND CONDITIONS ITHA DUTCH LANGUAGE INSTITUTE

REGISTRATION

Registration can be done by use of the enrolment form on the website and submitting it to info@itha.nl or at the office of ITHA.

Participants of the beginner group courses have knowledge of the English language as the instruction language is in English. For group courses the minimum admission age is 18 years and a minimum BA educational level or Gymnasium.

For advanced group courses there is an intake procedure for students who developed their proficiency elsewhere. For the individual programs, beginner and advanced, students are invited for an interview at the ITHA office.

PLACEMENT

Placement in a group course is effected after receiving payment. In the event of a second party (employer), a company confirmation will sustain.

If the number of applicants exceeds the number of available seats in a course, participants will be placed in order of date of payment. For open enrolment a reflection time of 14 days prevails.

CANCELLATION

In event of a course cancellation, ITHA will inform the participants as soon as possible and no later than 3 days before the planned date. This by e-mail or in writing. The transferred course fee will be fully reimbursed. Reasons for cancellation of group courses can be insufficient student applications or prolonged illness of a teacher and the unavailability of a replacement. If desired, placement priority is given for the upcoming course.

Cancellation by students will be fully reimbursed if done 10 days before the scheduled date.

Cancellations in the period 10 days before starting date will be reimbursed for 50%. Cancellation to be done by e-mail or post.

MISSED LESSONS

For missed group lessons ITHA has no obligation for financial compensation.

For individual programs, with a fixed time table, missed lessons will be compensated, as a lesson, if cancellation is done 24 hours before the scheduled date/time. These cancelled lessons will be compensated by half in a period of maximum 3 months after the original ending date of the program.

For flexible individual schedules forementioned terms do not apply with the exception of cancelled scheduled lessons less than 24 hours in advance.

PRIVACY

For students taking a course on their own account: Information about student progress or exam results to third parties is not given unless the student is informed about the query and agrees to an answer.

For students who take a course under their employers account: At the start of the program it will be defined which information bearing on the course and progress in the course, and at which frequency, will be shared with the employer. The student will be informed and will have to agree to the agreement between ITHA and the employer regarding the information exchange.

ITHA can give information without consent: the period of registration and exam results of students. After two years individual student records are destroyed.

COMPLAINTS

A distinction is made between a complaint from a participating student at ITHA about the teaching-learning process and a complaint about procedures and organization at ITHA. Complaints about the implementation of a programme and/or lecturer will be dealt as follows.

1. In case of dissatisfaction with the course of events in the implementation of the program, the student first discusses this with the teacher. If, after the conversation with the teacher, the complaint has not been resolved satisfactorily, or the student does not want to or cannot discuss the complaint with the teacher, the student approaches the complaints contact person (see step 2)

2. The student approaches the Complaints Contact Person at ITHA. This can be done by telephone or e-mail (info@itha.nl for the attention of the complaints contact person) with a request for a meeting. A meeting with the complaints contact person will follow within 2 weeks. After discussion, a report will be drawn up if desired and sent to the student within 10 days. If no acceptable solution can be found, an appeal is possible.

3. Possibility of appeal to the Disputes Committee (geschillencommissie.nl) Postal address: P.O. Box 90600, 2509 LP The Hague The decision of the Disputes Committee is binding.

Complaints about ITHA's procedures and organisation, ITHA's Complaints Contact Person is the first point of contact.

CONFIDENTIALITY and REGISTRATION

For those directly involved: the student, the teacher and the ITHA Complaints Officer, the complaint is treated in complete confidence.

Written handling of the complaint will be kept for 2 years and then removed from the registration.

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