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REGULATIONS FOR LANGUAGE COURSES

Rules for enrolment, payments, class cancellation, withdrawal, and the rights and obligations of the student and the school Version of 2025-09-01

§ 1. General Provisions

1. These Regulations define the rules for participation in language courses organised by Szkoła Językowa Esperanza Anna Kwiatkowska, ul. Kilińskiego 32B, 07-410 Ostrołęka, NIP: 758- 173-28-94 (hereinafter: the School). 2. Enrolling in a course is equivalent to accepting these Regulations. 3. The School provides courses in Spanish, English, Italian, Norwegian, French, Portuguese, Catalan, German, and Polish for foreigners.

§ 2. Enrolment and Conclusion of the Agreement

1. Enrolment for courses takes place in person, by telephone, by email, or via the website esperanza.edu.pl. 2. The conditions for enrolling in a course are:

- submission of a completed application form,
- signing of an agreement for the provision of educational services,
- payment of a registration fee of PLN 300 (non-refundable).

3. The number of places in groups is limited (min. 4 persons). The School reserves the right not to open a group if the minimum number of participants is not reached – in such a case, the paid registration fee shall be refunded. 4. A participant is added to the course list upon payment of the registration fee and signing of the agreement.

§ 3. Proficiency Level and Group Assignment

1. Before the course begins, a free placement test (written or oral) is conducted. 2. The School reserves the right to change a participant's group assignment if the participant's proficiency level significantly differs from that of the group. 3. In case of doubt regarding the proficiency level, the instructor's decision is final.

§ 4. Organisation of Classes

1. Classes are held in accordance with the schedule established upon enrolment. 2. The School reserves the right to change the date or time of classes for important reasons, informing the participants with adequate advance notice. 3. The academic year runs from September to June and comprises 34 weeks of instruction. 4. In the event of an instructor's absence, the School shall provide a substitute or make up the class at another time. 5. Classes cancelled due to the School's fault shall be made up or their value shall be credited towards the next billing period.

§ 5. Participant's Absences

1. The participant is obliged to notify the School of an absence no later than 2 hours before the scheduled class – by telephone or via the Langlion platform. 2. Absence from a class does not release the participant from the obligation to pay the course fee. 3. In the case of a group course, the School is not obliged to organise make-up classes for absent participants, but may allow participation in a class of another group at the same proficiency level. 4. In the case of individual courses, cancellation of a class with at least 24 hours' notice entitles the participant to reschedule. Cancellation with less than 24 hours' notice will result in the full fee being charged.

§ 6. Rights and Obligations of the Participant

A course participant has the right to:

- reliable instruction by qualified instructors,
- use of teaching materials provided by the School,
- participate in placement tests and receive information about their progress,
- submit comments regarding the quality of teaching to the School's administration.

A course participant is obliged to:

- regularly attend classes,
- be punctual for classes,
- pay course fees on time,
- respect the property of the School and other participants,
- maintain personal decorum.

§ 7. Withdrawal from the Course

1. A participant may withdraw from the course by submitting a written declaration of withdrawal (by email or in person). 2. The notice period is 2 months, calculated from the first day of the month following the month in which the declaration of withdrawal was submitted. 3. During the notice period, the participant is obliged to pay the course fees. 4. The registration fee (PLN 300) is non-refundable under any circumstances. 5. The School does not refund fees for classes that the participant did not attend for reasons attributable to the participant.

§ 8. Termination of the Agreement by the School

The School may terminate the agreement with a participant with immediate effect in the event of:

- a gross violation of the Regulations,
- being in arrears with payments for more than two billing periods,
- aggressive or ill-mannered behaviour towards instructors, staff, or other participants.

§ 9. Teaching Materials

1. Teaching materials (textbooks, workbooks) are charged for separately, unless otherwise specified in the agreement. 2. Materials prepared by the School (worksheets, presentations) are provided free of charge for the duration of the course and may not be reproduced or shared with third parties without the School's consent.

§ 10. Final Provisions

1. The School reserves the right to amend these Regulations. The participant shall be notified of any amendments at least 14 days in advance. 2. In matters not governed by these Regulations, the provisions of the Civil Code and the Consumer Rights Act shall apply. 3. Any disputes arising from the agreement shall be settled amicably or by the court competent for the registered office of the School. 4. These Regulations shall enter into force on 1 September 2025.

Anna Kwiatkowska Szkoła Językowa Esperanza Anna Kwiatkowska