



## **GENERAL TERMS AND CONDITIONS FOR REGISTRATION AND PAYMENTS TUITION FEE REGULATIONS FOR 2022-2023**

### **Glossary**

\* The participant: the person registered for a course, lessons or workshop

\* The person obliged to pay/the applicant: the person who has to pay the participation fee. If the participant has not yet reached the age of 18 at the start of the season or at the beginning of the course, the tuition fee is due by their legal representative, such as either one of the parents, the guardian or carer. Participants aged 18 and over must pay the participation fee themselves.

\* In writing: a message conveyed by letter, email or any other electronic means of communication, provided that the message is legible and reproducible.

### **Conclusion of the agreement**

#### **1. Registration and payment**

a. To register yourself or your child/children with Rabarber for the 2022-2023 season, you first need to complete and sign the online registration form or the paper registration form.

b. By signing and submitting the registration form, the applicant undertakes to meet the financial obligations associated with it.

c. Rabarber charges an administration fee of €25,00 for each new participant. This amount is never reimbursed.

d. Payment can only be made by direct debit.

e. The participation fee will be automatically debited from your account in two instalments when the course duration is longer than 15 weeks. This will then take place in the months of October and January respectively. We will send you an invoice by email. For any courses shorter than 15 weeks, we will send you an invoice at the start of the course.

f. Discounts do not apply to registrations submitted during the season.

g. Exemption from payment/reimbursement of participation fee in the event of failure to attend the lessons is not possible, except in certain exceptional circumstances which can be demonstrated, for example when relocating outside Rabarber's working area or if medical reasons require the deregistration. You may then submit a request in writing to the management board of Rabarber.

#### **2. Changing the registration**

a. Rabarber makes its best efforts to place the participants in the group of their first choice. If this is not possible, the participant will be placed in the group of their second choice.

b. If you wish to change your group choice, for example to another group or day, or if you have any questions about payments, please contact our administration department. Our administration department is available by phone from Monday to Friday between 11 am and 4 pm via +31 (0) 70 3450996 or by email via [info@rabarber.net](mailto:info@rabarber.net). Rabarber cannot guarantee that it will be successful in placing participants in another group, which may mean that the original registration will continue unchanged.



### **3. Cancellation by the participant**

#### **a. Deregistration: courses longer than 15 weeks**

No participation fee is due up to fourteen days **before** the start of the season, 2 September 2022. At this point you only pay €25,00 administration fee. Half of the participation fee is due upon deregistration from 3 September until two weeks **after** the start of the season, 1 October 2022. Any time after this date, 2 October 2022, the applicant must pay the full amount of the participation fee.

The administration fee is never reimbursed.

Deregistration is done in writing, by letter or email only. The letter may be addressed to Rabarber, pupil administration, Bilderdijkstraat 35, 2513 CM The Hague, or you can send an email to [info@rabarber.net](mailto:info@rabarber.net).

#### **b. Deregistration: courses shorter than 15 weeks**

No participation fee is due up to 2 weeks **before** the first day of the course. However, we do charge €25 for administration fee. The full amount of the participation fee is due once the season has started. Deregistration is done in writing, by letter or email only. The letter may be addressed to Rabarber, pupil administration, Bilderdijkstraat 35, 2513 CM The Hague, or you can send an email to [info@rabarber.net](mailto:info@rabarber.net). This does not entitle to any reimbursement of the participation fee.

#### **c. Cancellation of Enrollment: for Tussenjaar**

Once Rabarber has confirmed your definitive placement in the Tussenjaar program, you owe 25% of the course fee. Until the course begins, you are responsible for another 25% of the course fee. Once the course begins, you are responsible for the entire course fee. The outstanding balance will be invoiced in two installments (October and January). Cancellation of Enrollment is only possible via a written letter (delivered to Rabarber, Enrollment Administration, Bilderdijkstraat 35, 2513 CM Den Haag) or via email ([info@rabarber.net](mailto:info@rabarber.net)) and does not lead to restitution of course fees already paid.

### **4. Cancellation by Rabarber**

Rabarber undertakes to ensure its participants that the planned activities may proceed as much as possible. As such, Rabarber has the right to have other teachers provide the activity than originally set out.

#### **a. Lesson cancellation**

When known in due time that a lesson is to be cancelled, Rabarber will inform the participant, or the person obliged to pay, either by email or by telephone.

It is the participant's own responsibility to ensure that the correct contact details are known to Rabarber's administration.

Rabarber cannot be held liable for participants not having read or received such messages.

#### **b. When a teacher is absent**

If, on the total number of activities during a season of more than 15 course weeks, more than two lessons were cancelled due to the absence of a teacher, a written request may be submitted to the management board before the end of the season for a refund of the



participation fee for the lessons not taken. Restitution of participation fees is therefore only given in the event of the failure of three or more activities.

#### c. Force Majeure

If an activity or series of activities is cancelled due to Force Majeure (natural disasters, epidemics, strikes), we will shift to live online lessons. These lessons will be given by the same teacher on the same day and time as the scheduled lessons. These live online lessons will be a temporary but top-notch solution until we are permitted to resume our live lessons. Participants are responsible for arranging their own receptive technology (laptop, phone, etc) to participate in these online lessons.

#### **5. Fees**

The participation fees for the various courses are set in April each year and communicated through the appropriate channels at the start of the registration process.

If you have an Ooievaarspas, which is a discount card issued by the municipality of The Hague, you will receive a discount of up to 100% on the tuition fees. You can indicate this on the registration form. The Ooievaarspas must be scanned twice a year to be eligible for the discount.