

General Terms and Conditions for group courses provided by Wageningen in'to Languages in collaboration with Wageningen Graduate Schools

Section 1 – General provisions

Article 1 – Scope

These general terms and conditions apply to all language and communication training programmes provided by Wageningen in'to Languages for the offerings from Wageningen Graduate Schools, and, thereby, expressly do not apply to any group courses and assessments with open enrolment from Wageningen in'to Languages, and do not apply to tailor-made language and communication training programmes.

Article 2 – Definitions

In these general terms and conditions the following words and phrases shall bear the following meanings:

1. Product: language and communication training programmes for PhDs that are provided by Wageningen in'to Languages for the offerings from Wageningen Graduate Schools.
2. Agreement: registration via the online registration form on the Wageningen in'to Languages website.
3. Remote agreement: an agreement concluded by the exclusive use of one or more remote communication techniques, such as electronic communication.
4. Course participant: a natural person who is not acting in a professional context or on behalf of a business and who purchases an educational service from Wageningen in'to Languages, taking into account that a course participant of Wageningen in'to Languages is, by definition, not a student of WUR.

Section 2 - Products, creation, dissolution, and termination of the agreement

Article 3 – Product range

1. Our product range is described on the website and/or in the specific course conditions.
2. The course fee shall at any rate also be mentioned.
3. Unless explicitly stated otherwise, the cost of books, materials, catering, and other course items is not included in the price.
4. The course fees are listed on the PhD course pages on the Wageningen in'to Languages website.
5. Where requirements are stipulated in relation to any prior knowledge, qualifications or professional experience that is required or preferred in order to do a specific course, those requirements may be found on the website and/or in the terms and conditions for that specific course.

Article 4 – Establishing the agreement

1. The agreement shall be established after the course participant has accepted the product (see Article 3) under the conditions for dissolution as specified in Article 5. The agreement shall be created when the online registration form for the relevant product has been completed and submitted.
2. If, during registration, the course participant has indicated that the course fees shall be paid by a business or institution, they must include the full name and address information of this institution as well as the name and e-mail address of the contact person. In this case, the invoice will be sent to the institution. However, the course participant is ultimately responsible for payment.

Article 5 – Conditions for dissolution

1. The course participant does not meet the prior knowledge or prior education requirements for the course or any of the other admission requirements.
2. The course participant has previously taken a course at Wageningen in'to Languages and behaved in such a way that admission was denied or they were removed.
3. The maximum number of course participants has been exceeded.
4. The minimum number of course participants required has not been achieved.

Article 6 – Termination of the agreement by the course participant

1. Provisions for PhD candidates and postdocs of Wageningen University & Research:
 - 1.1. They can terminate the agreement without incurring a fee until four weeks prior to the start date of the course.
 - 1.2. If the agreement is terminated within four weeks before the start date of the course, the internal course fee will be charged, unless the participant finds a substitute to take their place in the course. In that case, a €50 administrative fee will be charged. The substitute must be a PhD candidate or postdoc at WUR. The participant will give the name and contact information of this person to the course coordinator.
 - 1.3. When terminating the agreement within four weeks of the start date of the course, a reduced fee will be charged if the course participant has a valid reason for termination. In this case, a valid reason is that the participant is ill or a first or second-degree family member has died. A reduced fee will be charged upon receipt of a written confirmation from the supervisor/PI of the participant with confirmation of the valid reason for termination.
2. Provisions for other participants:
 - 2.1. They can terminate the agreement without incurring a fee until four weeks prior to the start date of the course. After this date they will be charged the incurring course fee.
 - 2.2. If the agreement is terminated within four weeks of the course start date, the incurring course fee will be charged, unless the participant finds a substitute to take their place in the course. In that case, a €50 administrative fee will be charged. The participant will give the name and contact information of this person to the course coordinator.

Article 7 – Cancellation of a course and dissolution of the agreement by Wageningen in'to Languages

1. Wageningen in'to Languages is entitled to cancel a course in the event that the minimum number of course participants has not been reached or if Wageningen in'to Languages anticipates that the minimum number of course participants will not be reached.
2. Wageningen in'to Languages reserves the right to change the design of the course. In this case, the modified course does not serve as a new product.
3. In the event that the agreement between Wageningen in'to Languages and the course participant ends pursuant to Article 5 paragraph 3, the course participant shall be placed on the waiting list for the course in question. Wageningen in'to Languages shall inform the course participant of this in writing.
4. Wageningen in'to Languages shall contact the course participant on the waiting list if a spot in the course becomes available. If the participant decides to decline placement, no fees will be charged by Wageningen in'to Languages.

Section 3 – Course fees and payment

Article 8 – Course fees

1. Course fees quoted by Wageningen in'to Languages do not include course materials, unless explicitly stated otherwise.
2. a. Reduced fees: for Wageningen University & Research PhD candidates with an approved Training and Supervision Plan (TSP) who are registered with one of the research schools of

Wageningen University (EPS, PE&RC, VLAG, WASS, WIAS, WIMEK) and for Wageningen University & Research postdocs who are registered with one of the research schools of Wageningen University.

b. Internal fees: other PhD candidates/postdocs and employees of Wageningen University & Research.

c. External fees: participants that are not mentioned under 2.a and 2.b of Article 8 of these terms and conditions.

Article 9 – Payment obligation and payment methods

1. Wageningen in'to Languages will provide the course participant with more information about the moment of payment and payment procedure.
2. If the course fee is to be paid by a company, institution, or Wageningen UR department, please state this on the online registration form. The full name and address information of this company, institution, or department have to be provided. In this case, the invoice will be sent to the institution. However, the course participant is ultimately responsible for payment.

Section 4 – Other provisions

Article 10 – Intellectual property

Materials supplied during the course are intended exclusively for use by course participants. Wageningen in'to Languages course materials are copyright of Wageningen in'to Languages. Course participants shall respect copyright protected material. Therefore, no materials or parts of the materials may be reproduced and/or transmitted to third parties, in any form or by any means, printed, photocopied, microfilm or otherwise, without prior written permission.

Article 11 – Replacement of lecturer or trainer

Wageningen in'to Languages is at all times authorised to replace a lecturer or trainer with another lecturer or trainer, in case of illness or other unavoidable circumstances.

Article 12 - Privacy legislation

By signing the registration form, the course participant provides consent to Wageningen in'to Languages for the automatic processing of personal data as entered into the registration form.

Wageningen in'to Languages treats personal data as strictly confidential and handles it in accordance with current privacy legislation. Wageningen in'to Languages is part of Wageningen University & Research. As such, the Privacy regulations of Wageningen University & Research Centre apply. For more information about the privacy policy, please visit the WUR website: <https://www.wur.nl/en/About-Wageningen/Integrity-and-privacy.htm>.

Article 13 – Complaints procedure

All complaints will be treated confidentially by Wageningen in'to Languages. Please visit the [Wageningen in'to Languages website](#) for the complaints procedure.

Article 14 – Admission denied

1. Wageningen in'to Languages reserves the right to refuse or revoke a course participant's admission to a course.
2. Course admission will be refused or revoked in the following cases:
 - a. in the event of payment default or misconduct. These include the late payment or non-payment of course fees and failure to observe basic rules of conduct, e.g. by voicing threats or displaying intimidating behaviour;
 - b. If the course participant violates Article 15 paragraph 2 of these General Terms and Conditions.

Article 15 – Wet gedeeltelijk verbod gezichtsbedekkende kleding

1. As a part of Wageningen University, Wageningen in'to Languages is an educational institution as specified in the Wet gedeeltelijk verbod gezichtsbedekkende kleding (partial ban on clothing that covers the face).
2. As stated in the limited ban on face-covering clothing law, it is forbidden to wear face-covering clothing or clothing which covers the face in a way that only leaves the eyes uncovered or in a way that it makes the face unrecognisable in the buildings and on the grounds of an institute of education,
3. Wageningen in'to Languages reserves the right to deny access to Wageningen in'to Languages' premises to persons who violate the conditions as stated in paragraph 2.
4. The ban does not apply in cases when the face-covering clothes are:
 - a. necessary to protect the body for matters of personal health of safety;
 - b. necessary to practice a certain profession or sport, or
 - c. appropriate with regard to participating in a festive or cultural activity.