

FLOWENTLY GENERAL TERMS AND CONDITIONS

for Company Training

Name	Flowently The Netherlands B.V.
Address	Azartplein 79, 1019 PB Amsterdam, Nederland
Telephone	+31 (0)6 4133 9323
Email	info@flowently.com
Website	www.flowently.com
KvK Amsterdam	85972959

General

These general terms and conditions apply exclusively to companies that purchase language training from Flowently.

Intake, Language Level Test and Needs Analysis, Exams

A Flowently course starts with an online intake, a language level test, and a needs analysis. In consultation with the company, a tailor-made learning program is created. A course may be concluded with a test and a Flowently Certificate. Flowently can prepare students for the **Civic Integration (Inburgering) and NT2 exams**, as well as possible exams in other languages.

Company Group Training

The course and/or lessons – on-site or online – are provided on the days and times agreed upon by the company and Flowently.

Lessons cannot be postponed, except in exceptional cases and only in consultation with Flowently. Lessons that fall on a national public holiday will be rescheduled to another date in mutual agreement. In the interest of course quality and participants, Flowently may split or merge groups, always in consultation with the company.

Company Trainers

Flowently company trainers are qualified and experienced language trainers who are familiar with the Flowently method. We strive to keep trainer changes to a minimum. If a change of trainer becomes necessary due to circumstances, Flowently will provide a suitable replacement.

Evaluations

Three weeks after the start of a company training, we kindly request a brief interim evaluation from HR: is the trainer on the right track with this group, or are adjustments needed? At the end of the course, we welcome a comprehensive evaluation and will schedule a follow-up meeting with HR.

Attendance Lists

If desired, our language trainers will keep a detailed weekly attendance list for their group of participants, which can be shared with HR.

Pricing

The quoted rate remains valid for three (3) months from the date of the offer. After this period, the course may be subject to a price increase. An annual indexation applies. Our language training services are exempt from VAT.

If the training takes place on-site at the company's location, travel costs for the trainer will be charged. Teaching materials are invoiced separately.

Payment Terms

For companies, a payment term of 30 days from the invoice date applies. Payment must be made by bank transfer to the Flowently bank account as stated on the invoice. If payment is not received on time, a payment reminder will be sent, requesting payment within 14 days.

If payment is still outstanding after this period, Flowently is entitled to charge statutory interest on the outstanding amount, and extrajudicial collection costs.

These collection costs amount to a maximum of 15% on outstanding amounts up to €2,500, 10% on the next €2,500 and 5% on the following €5,000 with a minimum of €40.

Data Protection

Student data is stored in Flowently's internal systems in accordance with applicable legal regulations and is not shared with third parties.

Copyright of Educational Materials

All educational materials published and provided by Flowently are subject to copyright and may not be used or duplicated for commercial purposes, in whole or in part, without prior written permission from Flowently.

Website and Included Third-Party Websites

Flowently is responsible for ensuring proper accessibility of its website. In the event of an issue, Flowently will resolve it as soon as possible and inform users if necessary. Flowently is not liable for the accessibility of third-party websites or the accuracy of the information they contain.

Warranty and Liability

Flowently is not liable for a student's failure to achieve learning objectives. Flowently is bound solely by an obligation of best efforts.

Flowently is not liable for loss, theft, or damage to personal belongings that participants bring to training sessions or to locations where training takes place.

Complaints Procedure

Please refer to our Complaints Procedure document.

GENERAL TERMS AND CONDITIONS - COMPANY TRAINING 2026