

# FLOWENTLY GENERAL TERMS AND CONDITIONS

## for Private Training

Name	Flowently The Netherlands B.V.
Address	Azartplein 79, 1019 PB Amsterdam, Nederland
Telephone	+31 (0)6 4133 9323
Email	<a href="mailto:info@flowently.com">info@flowently.com</a>
Website	<a href="http://www.flowently.com">www.flowently.com</a>
KvK Amsterdam	85972959

### General

These general terms and conditions apply exclusively to students who are registered on our website [www.flowently.com](http://www.flowently.com).

### Intake, Language Level Test and Needs Analysis, Exams

A Flowently course starts with a free online intake, a language level test, and a needs analysis. Together with the student, we create a personalized learning program. 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.

### Flowently Sessions and Packages

Flowently sessions and packages are valid for one (1) year, are personal, and cannot be cancelled or transferred to another person. The student is responsible for checking the package expiration date, which is clearly visible in the student's account. Flowently is not liable in any way for expired credits, hours, sessions, or packages.

### Flowently Tutors and Availability

Flowently tutors are language experts, professionals, and university students who are trained in the Flowently method to help students improve their language skills.

The tutor availability is shown globally on the website and is communicated in detail and agreed upon jointly by the student and the tutor together.

Flowently asks students to book sessions online at least 48 hours in advance, for both live and online sessions. Our tutors have busy schedules.

If a tutor is no longer available, Flowently will propose an alternative tutor. Tutors are never exclusive, and no refunds will be given if a specific tutor is no longer available. In the case of replacement live sessions, Flowently will work together with the student to find a suitable solution.

### Cancellation Policy

The student has the right to cancel an online booked session free of charge up to 24 hours before the start of the session. The Flowently credits paid for the session will be automatically refunded to the student's Flowently account.

After this period, or if the session has already started, verbal cancellation is possible, but no refund will be issued. If the tutor cancels a session, the student will always receive a full refund.

### **Additional Costs**

The student is responsible for purchasing their own study books and teaching materials provided by Flowently. All additional costs related to sessions, such as drinks, food, and tickets for both the student and the tutor, are borne by the student.

### **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 any issues, Flowently will resolve them as soon as possible and inform students 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 sessions can only take place after an online booking via the Flowently website. A verbal agreement does not constitute a booked session.

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

Flowently monitors the quality of sessions through an evaluation system: after each session, the student automatically receives an evaluation request by email. This feedback is used to improve session quality and to resolve potential issues. Reviews appear directly on the tutor's profile on the website.

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

### **Complaints Procedure**

Please refer to our Complaints Procedure document.

## ***GENERAL TERMS AND CONDITIONS - PRIVATE TRAINING 2026***

