



## TERMS AND CONDITIONS

### Payment

The invoice for the lesson fee is sent by email together with the confirmation of registration. The lesson fee must be paid in full before the lesson date, unless otherwise agreed with the teacher. All prices are in NOK and exclude VAT, as educational services in Norway are exempt from VAT.

### Mapping and assessment

Applicants who have not taken Kurskollektivet language lessons previously will need to book a meeting for assessment and mapping before lessons begin. The assessment meeting is conducted online. Applicants who have been assessed by Kurskollektivet during the last 6 months do not need to book a new meeting.

### Course materials

All learning materials are included in the price. Kurskollektivet provides its own digital resources, which contain flexible learning materials produced by our teachers, based on the Common European Framework of Reference for Languages. The course material is protected by copyright. It is not permitted to copy, reproduce or distribute the material, unless written consent has been obtained from Kurskollektivet.

### Lessons

Individual language lessons are purchased singularly and have a duration of 1 hour. After purchase, lessons can be scheduled through the calendar booking system. If students encounter issues in using the calendar booking system or if the calendar booking system is temporarily unavailable, lessons can be scheduled by sending requests in writing via email to the teacher.

Lesson pack lessons are purchased in multiples of 5 or 10 lesson hours. Lesson packs allow students to schedule the specified number of lessons with the teacher before a specified expiry date, as indicated in the lesson pack contract. The teacher agrees to be available to issue the specified number of lessons within the period before the lesson pack expiry date, and students agree to schedule all lessons of the lesson pack before the lesson pack expires. When a lesson pack expires, any remaining unscheduled lessons will be lost and cannot be refunded. Students will receive a notification in writing before their lesson pack is due to expire.

Lessons take place online unless other arrangements have been agreed upon with the teacher. It is the students responsibility to ensure that the necessary technical requirements are met, including a stable internet connection, camera and microphone. If technical problems originating from Kurskollektivet result in lessons not being carried out as planned, the affected lessons will be rescheduled for a later date.

Students are not allowed to make video or audio recordings of the lessons. This applies to both direct recordings of a lesson and recordings of digital meetings or conversations. If a lesson is recorded by the teacher, explicit consent will be obtained from the student beforehand.

## Right to withdraw from the contract (right to cancel)

Students are entitled to withdraw from the lesson contract (right to cancel) by giving written notice to Kurskollektivet via email or by completing and submitting the cancellation form before the expiry of the cancellation period.

The cancellation period has a duration of 14 days starting from the date written confirmation of registration has been received, in accordance with [The Norwegian Cancellation Act chapter 6](#).

The cancellation period is to be regarded as having been complied with if notice is sent before the expiry of the period, and any course fees paid will then be refunded in full.

## Exceptions to the right to cancel

Students who schedule a lesson within 14 calendar days of having agreed to the lesson contract must acknowledge that the right to cancel will be lost upon signing the learning contract, because the delivery of the service will have started before the expiry of the cancellation period.

## Rescheduling and cancellation

Students can reschedule a lesson through the calendar booking system or by contacting the teacher at [ila@kurskollektivet.no](mailto:ila@kurskollektivet.no). Lessons that are cancelled at least 24 hours before the scheduled lesson start time will be refunded. Lessons that are rescheduled or cancelled within 24 hours of the original lesson start time will be considered complete, and cannot be refunded.